City of Toronto Housing Department

Policy and Research Section

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Cityhome 40/40/20 Targeting Plan Evaluation

Study of Tenant Satisfaction and the Effects of Social Mix

March 1991

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CITYHOME 40/40/20
TARGETING PLAN EVALUATION:
A Study of Tenant Satisfaction and the Effects of Social Mix

EXECUTIVE SUMMARY

February, 1991

LAPOINTE CONSULTING INC.

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The consultants wish to express their thanks to the Steering Committee of the Cityhome 40/40/20 Targeting Plan Evaluation Study for their valuable input and guidance. Special thanks are due to Rob Cressman, study co-ordinator, and Lorraine Schmidt, for their assistance and to Joan Wodlinger and Francis Gardiner for their commitment to this study.

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EXECUTIVE SUMMARY

1.0 Introduction

Since the beginning of 1986 Cityhome has been using a more targeted income mix in new non-profit housing developments. Under this plan which became known as the "40/40/20 targeting plan", 40% of units in new developments were to be occupied by residents requiring deep subsidies, 40% by tenants needing a more shallow subsidy and 20% by tenants paying market rents. When the Provincial non-profit housing program was revised at the end of 1986, Cityhome continued to use this general targeting plan. [1]

In response to concerns from staff and tenant representatives, Cityhome decided to undertake a study in order to evaluate whether or not there were any difficulties or adverse effects arising from the 40/40/20 targeting plan and, if so, to examine how they could be ameliorated through a different targeting plan, changes to tenant selection procedures or changes to management practices. Lapointe Consulting, in association with Norpark, was retained to undertake this study under the direction of a steering committee with staff, tenant and Ministry of Housing representation.

The study utilized several approaches including: an extensive literature review on social mix and housing; a universal mail-out survey of over 1700 tenants in seven 40/40/20 Cityhome developments and in six matched 56.1 Cityhome developments; 134 in-depth personal interviews in these developments; a personally administered survey of 300 residents around the two types of developments; two focus group discussions with staff; an analysis of Cityhome's tenant data profile for 40/40/20 tenants and 56.1 r.g.i. tenants; and, an analysis of operating costs and Intellegarde reports.

2.0 FINDINGS

TENANT PROFILES IN 40/40/20 DEVELOPMENTS REFLECT LARGER PROPORTION OF RGI TENANTS - NOT A DIFFERENT TYPE

An analysis of the tenant profile obtained from the survey and the tenant data base revealed that differences between the 40/40/20 tenants and 56.1 tenants reflect the larger proportion of r.g.i. tenants, not a different type of r.g.i. tenant. Virtually all of the differences between 40/40/20 and 56.1 tenants disappear when controlled by whether or not they are r.g.i. or market tenants.

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[1] The Ontario Ministry of Housing created four income categories in the new non-profit program: deep core need, shallow core need, shallow non-core need and market rent. The shallow core need and shallow non-core need correspond to the 40% shallow subsidy category in the 40/40/20 mix.

Because of the higher proportion of subsidized tenants in the 40/40/20 program, tenants in these developments have a very different profile from those in the 56.1 program: a higher proportion are single persons and single parent households; a higher proportion are females; they are somewhat older; and, they have lower incomes and lower educational levels. A lower proportion of 40/40/20 tenants are working full-time and a higher proportion are unable to work due to a disability. An awareness of these differences may lead Cityhome to plan buildings, programs and services differently.

Incomes of tenants in 40/40/20 developments are considerably lower than in 56.1 developments. Median 40/40/20 tenant incomes are $17,900 compared to $28,000 for 56.1 tenants. These differences are maintained for various household sizes but disappear when both r.g.i. and market tenants of the same household size are compared.

40/40/20 TENANTS GENERALLY SATISFIED WITH CITYHOME DEVELOPMENTS BUT SOME AREAS OF CONCERN

The survey demonstrated that 40/40/20 tenants and 56.1 tenants have similar attitudes towards their development. For the most part, tenants in both programs have high levels of satisfaction with their dwelling, rate highly the quality of life and are generally satisfied with the management of their buildings.

There are, however, a couple of areas of concern. Firstly, there is a statistically significant higher level of concern about a variety of issues related to safety and security in 40/40/20 developments than in 56.1 developments. In part this is due to the higher level of females in 40/40/20 developments. Tenants in the 40/40/20 program are also more likely to have experienced problems with other residents due to disruptive or aggressive and/or threatening behaviour than 56.1 tenants.

SURROUNDING RESIDENTS GENERALLY POSITIVE ABOUT 40/40/20 DEVELOPMENTS

There are virtually no differences in project acceptability among residents living close to 40/40/20 and 56.1 developments. About a half of residents are unaware there is a Cityhome building in their neighbourhood. Of those who are aware, the majority think the building has no impact or they have no opinion. Almost a quarter of residents around the 40/40/20 and 11% around the 56.1 developments think Cityhome buildings have a positive impact on their neighbourhood. A substantial minority of residents feel Cityhome needs to improve its community relations with local residents through better communication before and after development occurs.

STAFF GENERALLY NOT COMFORTABLE WITH MORE TARGETED MIX

Based on two focus groups held with property management staff, tenant relations officers, superintendents, tenant placement officers and rent supplement administrators, staff have a number of concerns about the 40/40/20 program. While there is a general recognition of the need to have a more targeted program to meet the current need for housing, there are strong reservations about the ability of Cityhome to deal with the more targeted program without additional staff, better training and more resources. Staff feel that there are more tenants with problems who require assistance and that the more targeted program results in higher levels of wear and tear on 40/40/20 buildings.

SOCIAL INTERACTION SIMILAR IN 40/40/20 AND 56.1 DEVELOPMENTS

There is little appreciable difference in the level of interaction between tenants in the two programs. The majority of tenants in both programs think their building is friendly. About half of the tenants in both types of developments socialize with other tenants; half rarely socialize with other tenants. Market tenants are more likely than r.g.i. tenants to have their own circle of friends or to be too busy to socialize. Only a minority of tenants turn to their neighbours for assistance. Most tenants seem to like the idea of income mixing. R.g.i. tenants like the social mix because it does not result in "ghettoes" and because they find it more interesting to have market tenants around.

TARGETING PLAN GENERALLY BEING ADHERED TO OVER TIME

An analysis of the distribution of tenants according to the various income categories showed the following distribution: deep core (35%), shallow core (41%), non-core (4%) and market (19%). This analysis demonstrates that, generally, the income categories in the 40/40/20 targeting plan are being met. The non-core category appears to be under-represented (usually the shallow subsidy category is divided between 20% shallow core and 20% shallow non-core during "rent up"). Our analysis also indicates that for all household sizes except single persons, the City's policy that 80% of Cityhome units should be occupied by those earning below the median income (by household size) is being met. There is a need for ongoing monitoring of the income mix both within individual 40/40/20 developments and across the 40/40/20 portfolio to see that Cityhome's objectives are being met.

ADDITIONAL ADMINISTRATIVE COSTS IN 40/40/20 PROGRAM

Cityhome fills vacancies in developments other than 40/40/20 buildings on a simple first come first serve arrangement (based on whether or not they are market or r.g.i. tenants). In order to take into account the different categories of need, there are now in essence three waiting lists for 40/40/20 developments: one for deep core tenants, one for shallow core and one for market tenants. Within these categories, a first come first serve basis is applied. Through the computerization of the tenant selection

process, administrative difficulties around the targeting plan have been largely addressed. When a vacancy arises, staff are advised as to which particular category is in a "deficit" position and tenants are selected within that category depending upon their household size and locational preference. There are still a number of details to be worked out in the computerized system so that an accurate reporting of the income mix is readily available. The de facto use of more than one waiting list can result in a perception of unfairness when some people from one group (e.g., shallow subsidy tenants) are accommodated in a shorter period of time than people on another list (e.g., deep subsidy tenants) because of faster turnover.

IMPROVED TENANT SELECTION PROCESS

Under the existing tenant selection process, there is limited assessment of a household's characteristics other than household income and previous rental payment records. With the higher proportion of subsidized tenants, there appears to be a higher number of tenants with problems. The interviewing process prior to tenant placement needs to be strengthened to allow staff to convey to tenants Cityhome's policies and procedures as well as the availability of support services. In addition, staff should seek to identify whether or not tenants have special needs of which tenant relations officers should be advised. Any interviewing around special needs or need for support services must be carefully structured so as to preserve the individual's right to privacy. Through improved tenant selection procedures, it is hoped that problems relating to certain tenants can either be averted or dealt with more effectively.

MAINTENANCE COSTS

A preliminary analysis of operating costs of 40/40/20 buildings compared to 56.1 buildings indicates that 40/40/20 buildings are more expensive to operate. This analysis shows that operating costs for accounts not related to age of the building, are between 25% and 32% higher in 40/40/20 buildings. While these findings seem to support the concerns of staff regarding higher maintenance costs in the 40/40/20 program, a larger sample of developments would have to be examined over time to confirm the preliminary results.

In conclusion, this study has shown that the income mix in the 40/40/20 targeting plan is working well. There are, however, some issues which need to be addressed in order for the social mix to continue to work – safety and security issues and tenants with problems. R.g.i. tenants seem to derive some benefit from living in mixed developments, even though that mix is more targeted than under the previous 56.1 program. The more targeted program seems to be well accepted by adjacent neighbours. The study does not recommend any change to the income mix, except to consider increasing the proportion of shallow non-core tenants in 40/40/20 developments. A number of suggestions are made below with regards to enhancing the management of the more targeted program.

3.0 RECOMMENDATIONS

TENANT SELECTION AND TARGETING

1) The current targeting plan of 40/40/20 should continue to be used, although consideration should be given to increasing representation in the shallow non–core categories.

2) The tenant interviewing/selection process should be strengthened through increased efforts at communicating Cityhome's policies, procedures, services and the roles of various staff members to tenants.

3) The interviewing/selection process should also be used to identify tenants with special needs while respecting the individual's right to privacy.

4) Improvements should continue to be made to the computerized tenant selection process to ensure that the 40/40/20 targeting program is being met on an ongoing basis.

5) The social mix in 40/40/20 Cityhome developments should continue to be monitored in terms of household type, income mix and the achievement of the targeting plan. A brief monitoring report on the targeting plan should be prepared annually and submitted to the Board.

SAFETY AND SECURITY

6) The high level of concern around safety and security issues identified in 40/40/20 developments needs to be addressed by Cityhome.

7) Additional research on the level and the type of safety and security incidences as well as the relationship between gender and concern about safety and security, should be undertaken to assist in the development of appropriate responses by Cityhome.

8) Tenants should be involved in any potential solutions dealing with safety and security issues to ensure that such solutions reflect local concerns.

MANAGEMENT RESPONSE

9) Improvements to staff training are needed to better communicate the goals and objectives of the 40/40/20 targeting program and the resulting social mix as well as to better prepare staff to deal with increases in difficult situations which may arise due to the higher concentrations of tenants with problems.

10) Through the Tenant Needs Assessment Study, a more definitive assessment of support service needs of 40/40/20 tenants and an appropriate strategy and role for Cityhome should be developed.

11) A review of the literature has shown that management approaches which involve tenants in identifying and solving their own problems have long term benefits. Cityhome should work with tenants in 40/40/20 developments to identify residents' needs, develop appropriate programs and services and the role of tenants in management.

OTHER RESEARCH

12) Further research is needed on the larger question of income mix in social housing. A larger scale evaluation of the more targeted non-profit program should be undertaken by the Province once the program has been in place for a longer period of time.

13) Cityhome should investigate the potential to provide for education, employment and skills development programs for tenants who wish to upgrade their life skills or re-enter the work force.

14) Ongoing research and monitoring is needed with regards to maintenance costs of 40/40/20 developments.

DESIGN

15) The increased number of tenants not working and the increase in the number of tenants with special needs suggests that there is an increased need for community space within Cityhome buildings (meeting rooms, activity rooms, etc.) or in adjacent social and community facilities.

16) The higher number of single parent families in 40/40/20 developments also indicates a higher demand for facilities for children and teens than in other Cityhome developments.

17) The potential for physically separating certain groups from one another (e.g., children from adults, etc.) should be examined.

GENERAL PUBLIC RELATIONS

18) Cityhome should continue in its efforts to convey to the public the goals and policies of Cityhome and the non-profit housing program as well as to educate the public regarding the need for assisted housing in Toronto.

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1.0 INTRODUCTION

1.1 Overview of Income Mix and Targeting Plans

Since the early 1970's there has been an ongoing debate among those involved in the delivery of housing programs and at the political level regarding the appropriate social mix in social housing. The pendulum has swung back and forth for over twenty years between whether or not people of low and moderate incomes should form the majority of tenants in social housing projects or should live in a community which incorporates a mix of incomes and social backgrounds.

Within the context of social housing programs, "social mix" generally refers to the socio-economic mix of households in a housing development, often measured by income level. While social mix can refer to other household characteristics associated with socio-economic status, such as, employment status, household type, and so on, throughout this study, "social mix" generally refers to the income mix in a particular project (measured by annual household income or other appropriate measure of income level, such as core need, etc.).

Arguments in favour of concentrating higher proportions of lower income tenants and thereby higher ratios of rent-geared-to-income (r.g.i.) tenants, have tended to be put forward by two different groups of people. Firstly, higher ratios of r.g.i. tenants are often supported by those who think public money should only be directed to those most in need of assistance. Secondly, higher ratios of r.g.i. tenants in social housing have often been supported by those who think that people from similar backgrounds and social situations provide one another with a social support network which is "diluted" in a mixed environment.

Proponents of social mix tend to argue that too high a proportion of low income tenants causes concentrations of problems and disadvantaged tenants, thereby exacerbating individual problems and creating a negative social environment. Such concentrations are also said to result in negative labelling by the surrounding community and by public agencies such as schools. Furthermore, advocates of social mix believe that lower income tenants will learn values and attitudes which will help them improve their own social situation.

It is worth noting that changes in income mix in Canadian social housing programs have been largely politically dictated and have resulted from concerns about community acceptability (when the public reacted to 100% r.g.i. public housing projects in the 1970's) or concerns regarding financial efficacy (the more recent changes to targeting brought about in the mid-80's). A literature review conducted at the beginning of this study revealed that there was mixed evidence regarding the effects of social mix. (See Section 2.0.) It is hoped that this study will add to the body of knowledge concerning the effect of social mix on tenant satisfaction and community integration in social housing developments.

1.2 Recent Changes in Income Mix Requirements in the Non-Profit and Co-operative Housing Programs

The co-operative and non-profit housing programs, initially introduced in 1973 by the Federal government, were geared to low and moderate income households. In 1978, these programs were consolidated under Section 56.1 of the National Housing Act (N.H.A.). At that time, the Ontario Ministry of Housing took on the responsibility for administering the municipal non-profit housing program which was jointly funded through federal and provincial subsidies. The Federal/Provincial agreement governing the administration and cost-sharing arrangements between the two levels of government was later renegotiated to target subsidies to those most in need and to increase the level of provincial subsidies going into the financing of such projects.

In December 1985, the Ministry of Housing announced a redesigned Federal/Provincial Non-Profit Housing program for municipal non-profits, private non-profits and co-operatives. This program proposed to target social housing funding towards those in "core housing need" and within this definition to give those in greatest need access to a significant proportion of allocated social housing units.

The new program created four categories of tenants differentiated by income cut offs: deep core need, shallow core need, shallow non-core need and market tenants as described below. A more detailed discussion of the various income categories is provided in Appendix A.

The Core Need Income Threshold (CNIT), established by Canada Mortgage and Housing Corporation, identifies the minimum income required to afford suitable and adequate accommodation within a given market area (based on average rent for various unit sizes).

The deep need category, the lowest income group, is based on deep need income cut-off levels as determined by the Ontario Ministry of Housing. These cut-offs are based on the Ontario Housing Corporation point rating scale and from information on low incomes as estimated by Statistics Canada.

Shallow core need refers to those households still within CNIT income ranges but who only require a shallow subsidy.

A shallow non-core household has an income level above the core need level, but because of the level of market rents being charged in a particular development may still be eligible for a shallow subsidy.

The final income category refers to tenants who pay market rents based on a survey of rents in similar rental units.

Under the 1986 non-profit program, the proposed mix of tenants was to be developed by a sponsoring agency through a targeting plan. While private and municipal non-profits were required to have 40% deep core tenants, flexibility was permitted in selecting the remaining 60 % of tenants, taking into account the needs of the local community and the sponsoring agency. Some of the objectives of the targeting plan was to ensure socio-economic integration in each project, to give non-profits more control over tenant mix, to house a larger proportion of needy households, to limit the number of higher income households and to increase the level of provincial financial contributions.[1] Over time, however, the Province has been giving preference to projects which accommodate approximately 70% of tenants on a geared-to-income basis.

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[1] From a report to City of Toronto Non-profit Housing Corporation Board of Directors, "1986 Municipal Non-Profit Program - Tenant Selection Procedures", August, 1987.

Housing co-operatives developed under the non-profit program have been operating under a slightly different policy regarding income mix. In co-ops, 25% of tenants were supposed to be in the neediest or "deep core need" category while at least 15% were to be shallow core need tenants. The remaining 60% could be all market tenants or a mix of market and shallow non-core tenants.

A further major policy change announced by the then Ontario Minister of Housing in 1988, was that low-income singles and couples were to be eligible for rent-geared-to-income units. In the past such individuals were eligible only if they could demonstrate they were permanently unemployable because of a physical or mental disability.

1.3 Cityhome's Targeting Plan

Cityhome was a proponent of non-profit developments being capable of accommodating more than 25% of their tenants on an r.g.i. basis - the limit provided for in the earlier 56.1 program. For example, in Cityhome's 1982 Annual Report, entitled Shifting Foundations, concern was expressed regarding the potential income polarization in 56.1 projects resulting from tenants in market units needing to have relatively high incomes to pay high market rents compared to lower incomes of tenants occupying r.g.i. units. In that report, Cityhome stated, "Ideally, the best solution would be for the Federal and/or Provincial Governments to agree to assistance that could be used to house more tenants on a shallow subsidy basis. The extra tenants could be selected to create a smooth income distribution (avoiding polarization problems), and would themselves pay according to their incomes."[2]

The income gap between r.g.i. tenants and market rent tenants became more apparent as data became available to Cityhome from NHA 56.1 projects. As was stated in the request for proposal for this study, "This polarization of income groups, ... ran counter to the idea that non-profit housing should contain a socio-economic continuum from very low income r.g.i. to moderate income households."

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[2] Shifting Foundations. The 1982 Annual Report of the City of Toronto Housing Department, pg. 43

In 1985, when Cityhome was developing two projects in the Harbourfront area, it was clear that market rents were such that they would exclude moderate income households. The City approached the Province with the idea of having shallow subsidies to bridge the gap between conventional deep subsidy r.g.i. and the incomes required to afford the low end of market rents. For these two projects, Cityhome requested that the Ministry of Housing approve a mix of tenants with the following categories: 40% of tenants with deep subsidies, 40% with shallow subsidies and 20% paying market rents.

The mix used in Harbourfront was later used in other developments created under the new Provincial non-profit program; hence, the label 40/40/20 targeting program. In March, 1988, the Board adopted a general targeting plan which allowed staff some flexibility in using the 40/40/20 plan. The Board resolution which was adopted was:

"The General Manager is authorized to implement a mix of all four categories of need to be included in each project's targeting plan with the following guidelines: 40% must be "deep core need" to meet the mandatory requirement; not more than 30% to be in the "shallow core need"; not more than 30% to be in the shallow non-core need" group; and not more than 20% in the "market" tenants paying project rent."

These new guidelines were designed to provide staff some flexibility in dealing with sites, e.g., it could be difficult to fill smaller projects with the specified proportion of various tenant categories under the 40/40/20 program.

1.4 Study Objectives and Refined Study Questions

In the call for proposals for this study, Cityhome staff indicated that there had been considerable negative feedback from property managers, superintendents, administrative staff and tenant relations officers indicating the difficulty of administering the 40/40/20 mix and the possible negative effects on the quality of life in certain projects. The major study objective was to identify whether or not there were any difficulties or adverse effects arising from the 40/40/20 targeting plan and, if so, to identify how these could be ameliorated through a different targeting plan, changes to tenant selection procedures or changes to management practices.

In addition, the following major study objectives were identified:

(i) To examine whether or not the project targeting plans are being achieved over the longer term and what administrative costs are associated with achieving these mixes.

(ii) To identify whether or not the more highly targeted plans are more or less acceptable to tenants, project managers, neighbours and the wider community.

(iii) To identify the major costs and benefits (both measurable and not) of a more highly targeted plan.

(iv) To identify whether or not the more targeted plans create more problems as indicated by such measures as higher maintenance costs, higher crime rates and increased demand for support services.

(v) To identify whether or not the more targeted programs impose different building design and size requirements.

Prior to undertaking the study, the consultants felt that it was necessary to more clearly understand the study questions. As a result one of the first study tasks was to conduct a series of interviews with selected Cityhome staff and tenant representatives and to refine the study questions. Following these interviews, a set of key study questions were identified as described below:

Has The Income Mix Been Achieved Over Time

It has been argued by some of those people interviewed that the income mix in the original targeting plan has not been maintained over time and that there has been a movement towards more rent-geared-to-income tenants. One of the study questions is whether or not the income mix has been maintained in the 40/40/20 buildings. A related study question is whether or not there is a relatively broad mix of incomes in the 40/40/20 buildings in keeping with Cityhome's interest in avoiding income polarization.

Differences Between 40/40/20 and 56.1 Tenants

One of the major study questions is to determine whether or not there are significant differences in the tenant profiles in the two different types of projects in terms of a variety of socio-economic measures: income, household type and size, sex, employment status and education. A related question is, if there are major differences, to identify the implications of these differences in terms of managing, designing, and providing services to 40/40/20 projects.

Project Acceptability

There has been a concern expressed by staff and tenants that the 40/40/20 buildings have higher numbers of tenants with problems who have a negative impact on the quality of life in Cityhome buildings. It was hypothesized that the 40/40/20 developments were associated with lower levels of acceptance than the 56.1 program from tenants, staff, local residents and the wider community. A major study question is to examine whether or not there are any significant differences among these various groups in their acceptance of the 40/40/20 program compared to the 56.1 program.

Community Integration

A separate study question from project acceptability is the degree to which tenants in 40/40/20 and 56.1 buildings interact with one another. It has been suggested that the presence of more lower income tenants and possibly more tenants with problems has resulted in increased tensions between tenants, particularly between market and rent-geared-to-income tenants. Thus, a major study question is to identify if there are any major differences in interaction between tenants in the two different buildings and their attitudes towards other tenants.

Administering Targeting Plan

There were a number of administrative difficulties identified with regard to the 40/40/20 program. These problems were related to filling vacancies in a way which would maintain the targeting plan over time rather than to the initial rent up. Also, there was a concern that there was some unfairness in selecting tenants based on their fitting an income

category, not just simply on how long they had been on a waiting list. Thus, a key study question is to identify administrative procedures which are required to ensure that the social mix is maintained over time which are also fair in their application.

Tenant Selection Procedures

A sub–issue related to the targeting plan is whether or not changes might be needed to tenant selection procedures. While some people felt that more screening should take place in order to keep out potentially disruptive tenants or to be better aware of their needs, others felt that this would be not be fair and would be contrary to Cityhome's historical philosophy of admitting people on a first come first serve basis. Others wanted better linkages made between incoming tenants and tenant services and tenant organizations. The study will further identify issues related to tenant selection procedures and how these can be addressed.

Higher Management and Maintenance Costs

A commonly held notion is that the 40/40/20 buildings are more difficult to both manage and maintain. Therefore, an important study question is to identify whether or not there are higher maintenance and management costs associated with the 40/40/20 buildings.

Changes Needed to Management and Services Provided to 40/40/20 Buildings

Another study question to be addressed is to identify if the social mix in 40/40/20 buildings requires a different response from management in terms of tenant support services and the provision of facilities. The role of tenant participation in dealing with problems arising from the social mix is also to be addressed.

Changes Needed to Building Design and Size

In addition to management, the social mix in 40/40/20 buildings may require different physical layouts both in terms of individual units, common areas and the relationship of different units to one another. The study will seek to confirm in a general way if the targeting plan has physical design implications.

1.5 Scope of the Study and Study Limitations

It must be clearly understood that this study focuses on an evaluation of the 40/40/20 targeting plan, not on the non-profit program itself or the success or failure of income mixing in social housing. Furthermore, because there are so many issues involved in this evaluation, and because the 40/40/20 program has been in place only since 1986, this study should be regarded as an exploratory study which identifies areas for further research and longitudinal monitoring.

In addition, some of the findings are based on extensive data gathered through the application of a standard questionnaire instrument and an analysis of Cityhome's tenant data and are, therefore, more likely to be representative and reliable. Other information, such as the opinions noted in the staff focus groups or the information gathered from the personal interviews with tenants, has varying degrees of representativeness.

Due to time and budgetary constraints this study is limited to Cityhome 40/40/20 and 56.1 buildings. While it may have been interesting to compare Cityhome tenants in the 40/40/20 building to those in other social housing programs, (e.g., the co-operative program or other private non-profit or public housing programs), this would have required substantially more resources than were available for this study. Therefore, the consultants have limited their focus to the implications of varying income mix in projects managed by one social housing manager - Cityhome.

The major difference between the 40/40/20 buildings and 56.1 buildings was the income mix and the targeting plans. In 40/40/20 buildings, 40% of tenants were to be deep core, 40% shallow core and 20% market; whereas in the 56.1 buildings, 25% of tenants were r.g.i. tenants who were selected on the basis of first-come first-serve. The 56.1 buildings were selected for comparison purposes rather than 15.1 buildings because other differences such as the age of the buildings (15.1 buildings are a lot older) and the method of rent setting (cost pass-through), would have had an impact on tenant satisfaction and confounded the results of the survey.

Comparisons with income mixes in other social housing programs were undertaken through secondary research in the literature review as reported in Section 2.0.

At the same time as this study was being undertaken, Cityhome hired a separate consultant to examine support service needs in Cityhome's portfolio. The Tenant Needs Assessment Study should provide a more in-depth analysis of the need for support services of various types of households within Cityhome buildings overall and within 40/40/20 buildings.

1.6 Methodology

This study used a variety of techniques to examine the major study questions as identified above. The advantage of using a multi-methodological approach is that some approaches were more suited to examining certain questions and thus, might have uncovered issues or concerns which otherwise would have been ignored. Also, the application of a variety of methodologies provided an opportunity to see if similar results were obtained from the different techniques as summarized below. More detailed explanations are provided in the relevant parts of this study.

A Literature Review

One of the initial steps in this study was to undertake a review of the literature respecting social mix in various forms of assisted housing. This review covered measures of tenant satisfaction, social interaction, community acceptance, management practices and social service delivery in a variety of programs and locations. While the primary focus was on housing programs being delivered within Canada, literature was also examined from the United States and Great Britain.

Mail-out Survey to Cityhome Tenants

The major method of gathering information about tenants' attitudes and behaviour in Cityhome 40/40/20 buildings was through a mail-out survey. A universal mail-out was undertaken of residents in seven 40/40/20 developments and six comparable 56.1 developments. Two complete mailings took place during the months of July and August, 1990.

Personal Interviews with Cityhome Tenants

In addition to the mail out survey, a sample of one hundred (100) 40/40/20 residents and fifty (50) 56.1 tenants were selected for personal interviews. The personal interview format was designed to provide an opportunity to ask more in-depth questions and to ask questions not suitable for a mail-out survey. The work was carried out by trained interviewers during the months of August and September.

Personally Administered Survey of Nearby Residents

Approximately 300 residents living near Cityhome buildings were interviewed regarding their knowledge of and attitudes towards Cityhome buildings and tenants. The sample was evenly distributed between residents around 40/40/20 buildings and 56.1 buildings. The questionnaire was personally administered in order to ensure a high response rate.

Focus Group Discussions

Two focus group discussions were held with staff (property management staff, maintenance staff, tenant relations officers, tenant selection and rent supplement staff) to identify their concerns and perceptions regarding the two programs. The notes were transcribed and summarized.

Personal Interviews

Personal interviews were held with various staff members, tenant representatives and Provincial representatives.

Identification of Objective Measures of Impact

In undertaking this comparison, we sought to uncover objective measures of the impact of the different income mixes on the buildings and the people living there. Information was collected on operating costs and the activities of a security firm which provides services to Cityhome.

2.0 LITERATURE REVIEW

2.1 Introduction

This study is supposed to identify whether the mix of tenants in the 40/40/20 program has an effect on the quality of life in such developments and whether the more highly targeted program has implications in the area of support services and management approaches. In order to clarify issues pertaining to the study objectives and to obtain an overview of the findings of other studies in the area of social mix and housing, a literature review was conducted.

2.2 Social Mix

2.2.1 General Concept of Social Mix

The concept of social mix is not a new one. The idea dates back to the middle of the 19th century, when a British industrialist proposed a new "model town" for his employees which would include "an adequate number of inhabitants with such due proportions between the agricultural and manufacturing classes and between the possessors of capital, skills and labour". (Buckingham, 1949 referred to in Sarkissian et al., 1990;5). The idea of socially mixed or "balanced" neighbourhoods as a desirable form of urban development continued as a theme in the Garden City Movement in the early 1900's and in the planning of the British New Towns established after WWII. As was pointed out by Vischer, the general goal of this type of planning was to help to improve the equality of opportunity, social diversity and egalitarianism, and, these themes are carried forward in social mix policies of contemporary planning (Vischer,1985).

Social mix, however, is a somewhat vague concept both in terms of the social variables it refers to and the level of analysis. In the American context, social mix often refers to ethnic mix, particularly, blacks vis a vis whites. Social mix, however, in a more general planning sense refers to the mix of households of varying social levels as measured by occupation, income or status. While social mix is often promoted by planners at a neighbourhood level, the focus of social mix in this study is at a more micro scale, i.e., at the level of a housing development. The literature referred to below will look at mix in settings ranging from the individual development to the neighbourhood level.

2.2.2 Social Mix and Housing

Vischer has pointed out that in recent literature, one of three major areas of interest within the area of social mix is the integration of subsidized units into housing developments in order to avoid the undesirable side effects of large public housing projects.

Within the context of this study, housing developments which include residents with a range of incomes and household types would be said to have a social mix. This mix of residents might occur within an individual building or across a larger development containing many buildings. However, mix is a relative term and there are no clear benchmarks as to when a project or development is mixed and when it is not.

2.2.3 The Case for Social Mix

Since the 1970's, the non-profit and co-operative housing programs have adopted policies of income mixing. This approach was developed in response to problems with the former public housing developments which were targeted to serve only low-income residents. It was felt that the high concentrations of low-income households in public housing projects exacerbated social and economic problems experienced by residents. As well, public housing projects met with considerable public opposition from local neighbourhoods during the development phase.

Proponents of socially integrated housing projects say they are beneficial to low income residents for numerous reasons:

- they avoid the stigma associated with public housing projects with large concentrations of low income households;
- they tend to receive greater community acceptance because of lower concentrations of low income households;
- the mix of residents from differing social backgrounds and income levels is said to provide positive role models to low income households;
- mixed projects are said to open up channels of communication between households of different classes, and that this communication fosters social integration and cultural diversity, and reduces social tensions;

- socially mixed housing projects are said to increase the opportunities of low-income households in terms of choice of location as well as improved access to social and economic services.

The implicit assumption of the above benefits is that there would be a higher level of satisfaction, increased social integration and enrichment among low income residents in mixed developments.

Socially mixed projects also offer benefits to housing providers. In Canada, for example, income mixing in the 56.1 non-profit and co-operative housing program improved the financial viability of developments. This was accomplished through the inclusion of households who pay market rents for their unit in addition to those who receive varying degrees of subsidies. (C.M.H.C., Section 56.1 Program Evaluation, 1983;162) As well, because mixed projects tend to be more politically acceptable, they can be introduced into the community with less public controversy.

2.2.4 Critics of the Social Mix Theory

Considerable debate exists over the effects of socially mixed housing projects. Critics of this model argue that the notion that social integration among residents with different incomes and backgrounds will take place in socially mixed projects is based on a misunderstanding of the nature of a "neighbourhood". It is argued by some that many of the assumptions behind socially mixed projects are patronizing to low-income households, and that "planners are imposing their values on unsuspecting users." (Sarkissian et al., 1990;6). Some of the criticisms include:

- Communities tend to be homogeneous over time rather than heterogeneous as households seek to locate in areas that are compatible with their aspirations and background (Vischer, 1986;317). Thus, creating heterogeneous residential environments would place households with different lifestyles and from different backgrounds in a situation which may encourage conflict. In addition, it is argued that the informal self-supporting networks among low income residents is disrupted in socially mixed projects.

- Lower income households can become socially and politically isolated in mixed

projects, such that social integration of low income residents within a project does not occur.

In a review of the Rent Supplement Program in Ontario (1981), tenant organizations claimed that the rent supplement tenants were ostracized by private tenants who were not subsidized, and that low income tenants were frustrated by their inability to follow the same socio-cultural pursuits as their private tenant neighbours.

2.2.5 Methodological Issues

There are a number of methodological issues which need to be discussed:

(i) Definitional Problem

We have already referred to difficulties around defining social mix and the variables it refers to. Related to the definition of social mix is the scale of mix. For example,

> "(t)he research is not clear on whether social diversity, or the lack of it, should be identified at the block, neighbourhood or community scale in order to indicate whether the mix is or is not working." (Vischer, 1986;317)

(ii) Measuring Success

There is also considerable debate in the literature over how to measure the success of social mix. Commonly used indicators of the success or failure of a mixed project include resident satisfaction, social integration and enrichment of residents (particularly of low-income residents). One of the problems with measuring success, however, is that there are so many intervening variables that it can often be difficult to establish any statistical, let alone causal, relationship between social mix and any given measure of success of mix.

The review of various socially mixed developments/government programs has shown that the challenge is to be able to attribute various levels of satisfaction, integration or enrichment to the actual social mix of the project. For example, Vischer, in her evaluation of the False Creek mixed development in Vancouver, felt that although the level of "social enrichment" was very high among residents, it was more attributable to how the mix was designed and implemented rather than the actual mix itself (Vischer, 1986;322). Even with rigorous statistical manipulations of survey data, the relationship between resident

satisfaction, integration or enrichment and the social mix of the project can be tenuous.

Similarly, the C.M.H.C. Evaluation of the Federal Co-operative Housing Programs (September, 1990, Draft Report) found that although residents in co-ops acquired new life skills while living in the co-op, researchers were not able to correlate the acquisition of such skills and experience to the social mix. "The data suggests that this is a function of the level of effort and commitment residents devoted to participating in co-operative housing activities" (p. 14).

(iii) Measuring Mix Over Time

As was pointed out by Jacqueline C. Vischer,

> "One of the problems with trying to assess whether or not social mix "works" is trying to define a unit of measurement for it. What does a successful social mix mean? Does it mean the achievement, through deliberate policy decisions and/or planning and architectural machinations, combined with fortuitous circumstances, of a quantitatively balanced community? Or does it mean in addition the maintenance of this particular mix over time, and if so, over how long a period?" (Vischer, 1986;317).

These methodological issues make it difficult to be conclusive whether the level of satisfaction, social integration or enrichment is directly related to the social mix of the residents.

2.2.6 Evaluation of Social Mix in the Context of the Overall Residential Environment

The literature on the effects of social mix on levels of satisfaction with residential environments and quality of life issues is also somewhat ambiguous. Based on current research it is difficult to draw definitive conclusions about the effect of social mix on satisfaction levels.

One of the problems which has been surfacing with various social mix studies is the fact that overall housing satisfaction levels are high regardless of housing programs or which sector the housing is in. For example, a recently released C.M.H.C. Program Evaluation Report: Public Housing Program (1990) showed that 87% of all public housing clients across Canada were either very satisfied or somewhat satisfied with their dwelling units and the nearby area (on a four-point rating scale). This compares to 86% of

respondents in a 1989 Homes Now survey of all renter households conducted separately by Environics Research Group on satisfaction with their current housing conditions.

The recently released Evaluation of the Federal Co-operative Housing Programs (draft report), (C.M.H.C.,1990) confirmed that similarly high levels of satisfaction were experienced by residents in co-operative housing developments across Canada. That same report did, however, conclude that there was both a positive and statistically significant relationship between the level of income mix in a development and a household reporting that they were "very satisfied" overall with their home (pg. 140).

Obviously, the notion of satisfaction is complex and is, like many other evaluative concepts, one which is relative. This relativity often makes comparisons difficult. For example, the Study of Tenant Satisfaction with the Rent Supplement Program, conducted by the Operational Planning Branch of the Ontario Ministry of Housing and Municipal Affairs (1983) found that the social mix of the project is not a strong determinant of tenant satisfaction; rather satisfaction relates more to other factors concerning "the individual's needs and the ability of the residential environment to meet those needs" (p.2). The issue of social integration "...only emerges as an issue due to association with something else which generates a particularly negative or positive reaction" (p.6).

The above study also found that dissatisfaction with neighbourhoods was twice as frequent among public housing tenants as it was among rent supplement tenants (although based on a limited number of personal interviews).

Much of the recent research about social mix downplays the relationship between social mix of a project and the level of resident satisfaction or integration within it. This research stresses the need to evaluate social mix in terms of the overall residential environment, taking into account factors such as the quality of construction, design, lay-out, management, support services etc.

In a similar vein, academic researcher, Morris Saldov, concludes that:

> Lower class residents' satisfaction in pubic housing is far more related to their need for a safe, controlled and private place to live than any consideration of social mix.

> Residential satisfaction appears to be tied to living in a relatively homogeneous community which is safe, affordable and free from public stigma. (Saldov, 1981;42–44)

In her review of the impact of social mix on tenants in the False Creek redevelopment, Jacqueline Vischer suggests that probably the clearest response from the survey regarding the impact of the social mix is that it is not a high priority to residents, either as a source of concern or as a source of satisfaction. (Vischer, 1986, p.325)

Vischer's research did indicate that "resident satisfaction levels appear to be tied mostly to features of the architectural design and to the social environment of the enclave–based living group." The Ministry of Housing rent supplement study similarly found that social environment is a strong predictor of housing satisfaction and that the social environment was a major source of dissatisfaction among public housing tenants.

In the False Creek Redevelopment, Vischer suggests that the attention paid to the site planning and environmental design played an important role in viability of the socially mixed development. These factors also seem to have been important factors behind the success of a similar project, the Lebreton Flats development in Ottawa (refer to Summary table).

Researchers for the U.S. Department of Housing and Urban Development similarly conclude that no one factor is responsible for tenant satisfaction in a housing development. Following a review of 37 assisted housing projects across the United States (for low and moderate income households), it was concluded that in spite of the diversity of approaches and methodologies in housing research, one important message which comes through is that a blend of factors is responsible for creating a satisfactory living environment, not a single aspect, no matter how excellently that single aspect may have been treated. (Francescato et al., 1977;3–5)

Based on a review of numerous socially integrated housing developments and programs (refer to Summary table), it appears that a great range of factors influence the outcome of socially integrated developments:

> i. factors specific to the individual development (e.g. the amount of attention paid to the design of the development and whether this discourages or promotes

conflicts among different groups, the level of resident participation in the planning process, the provision and characteristics of open space, development's location and proximity to community and social services, quality of construction, type of government program under which project was developed, management); and

ii. factors specific to the people being housed (e.g. household type and stage in the life-cycle, presence of special need groups, alignment of project design and support services with the needs of residents).

Projects which have proven to be "successful", for example False Creek in Vancouver, have implemented a combination of these factors in planning and design.

2.2.7 Vandalism

One of the supposed benefits of moving away from large scale public housing developments in the mid 1970's was to eliminate crime and vandalism associated with such developments. The issue of crime and vandalism is a large area of research and one which is growing in importance. In this review, we were not able to focus much attention on this topic. It may, however, be worth referencing a discussion paper on vandalism which was submitted to the Ontario Housing Corporation Board in 1987 Prepared by the Social Housing Policy Branch, 1987. The report states that "Vandalism research indicates that the residential environments which experience a high rate of vandalism tend to include a large percentage of households which exhibit the following social characteristics: low family income, single parent families and a large proportion of children."

There are not to our knowledge any comparative studies of the levels of crime or vandalism in public housing compared to mixed income developments. However, given the above association between vandalism and certain household characteristics (more prevalent in public housing than socially mixed developments) one would expect that vandalism to be higher in non-senior public housing developments than mixed developments. Security concerns as they relate to social housing management are discussed in further detail below in Section 2.3.4.

2.2.8 Planning for "Successful" Developments

There are numerous examples of socially mixed developments in Canada. Research on these developments has found that there are a variety of factors in addition to social mix that must be addressed in order for the development to successful. These factors are presented in the following discussion, based to a large extent on the findings of the research of Sarkissian, Forsyth and Heine (1990) and augmented by other readings.

- Ensure that the planned mix for the development is achieved in the early stages of occupancy. This avoids one group from becoming territorial over the development and creating hostility when later residents arrive.

- Pay attention to the physical design of the development to reduce the potential for conflict between groups or individual households. This would include careful site planning, landscaping, provision of private open space, views, and housing design – factors which have a strong impact on tenant satisfaction. Several studies have shown that dissatisfaction with social mix can be sparked by problems related to the poor physical design of the development.

- Plan the mix to ensure that residents share some values or lifestyle characteristics. For example, within the proposed income mix, try to provide some continuity in terms of household type or tenure.

- Ensure that different population groups are not distinguished, and possibly stigmatized, by different housing or unit types or poorer quality finishes and maintenance. This would avoid the feeling of relative deprivation among different groups.

- It is important to design the boundaries between populations to reduce the potential for conflict, particularly between those with different lifestyles and behaviours (e.g. families with children and adults/seniors). Protect vulnerable residents from inappropriate or annoying behaviour by neighbours and other by means of buffers and other design solutions.

- Ensure that community facilities and support services are provided to serve all members of the development. These should be made available from the time of initial occupancy and targeted to those residents with the fewest resources or

ability to obtain services elsewhere.

- Ensure that all prospective residents are made aware of the mix in the development prior to moving in.

2.2.9 Conclusion

The notion of social mix in planning neighbourhoods has its roots in notions of equality of opportunity, social diversity and egalitarianism dating back to the middle of the 19th century. As applied to social housing developments, the idea of socially mixed environments stemmed from an attempt to counteract negative labelling often associated with public housing developments. The concept flourished in the 1970's when studies of poverty pointed out the cultural roots of poverty; social mix was thought to be a way of counteracting these cultural determinants. However, as this review has pointed out, there is very little real evidence that socially mixed housing developments result in benefits such as social integration and personal enrichment of lower income tenants. Social enrichment in socially mixed developments can result from the process of design and implementation, rather than the mix itself. Resident satisfaction is more likely tied to the general residential and physical environment, rather than the income mix of households. (This is somewhat misleading, however, since the income mix and the general residential environment are not independent variables.) The most positive support for income mix comes from the recent C.M.H.C. co-operative housing evaluation in which there was a statistical level of significance between social mix and tenant satisfaction.

Furthermore, the literature provided little insight into the question of whether different combinations of income groups would be more or less successful in a mixed development.

The area of social mix obviously deserves much more attention at a number of levels: at the housing program level, the individual project level and the local neighbourhood or community level. Evidence linking level of satisfaction with housing and income mix as well as other positive benefits such as improved social enrichment and improved opportunities are very inconclusive. At best, all we can say based on this literature review is that social mix is one of a number of factors affecting tenant satisfaction and community integration. The review did not shed any light on whether social mix is a

necessary condition for tenant satisfaction among low-income tenants or to what degree social mix confers other positive benefits to lower income tenants.

Developing housing policies based on unproven benefits from income mixing may have been both an unnecessary and expensive public policy. On the other hand, additional movement back towards higher ratios of lower income r.g.i. tenants in housing developments, without sufficient evaluation of the income mixing, may invite a repetition of past problems with public housing.

2.3 Issues in Housing Management

In addition to reviewing the literature on social mix in housing projects, we have also focused on what lessons could be learned about housing management which could be applied to the more targeted 40/40/20 program. Over the past twenty years, there has been a shift in the focus of research on housing management in public housing and non-profit housing from studies of residents' satisfaction with management to analyses of tenant participation in the management of the environments in which they live. New issues have also come to the fore: an increasing concern with security and the provision of social service programs to contribute to overall management effectiveness.

2.3.1 Resident Satisfaction with Management

Early studies of housing management in public housing emphasized the need to focus on tenants as housing consumers whose needs and levels of satisfaction with their housing should affect management policy. Tenant satisfaction was related to both management attitudes and management performance (Francescato, et.al.,1979). Residents were found to be most satisfied when management was respectful, friendly and cooperative, and when rules were appropriately and fairly enforced. Satisfaction was also high when repairs were promptly made, maintenance was adequate, and there was good protection from crime and vandalism (Francescato,et.al.,1979). The greatest dissatisfaction was often found with rules that curtailed residents' privacy or control over their environment (Francescato,et.al.,1979). Rules relating to lifestyle, such as no-pet rules or rules that restrict personalizing the unit, consistently generated complaints (Becker,1974).

A comparison of tenants' and managers' assessments of management performance revealed large discrepancies, especially around the issue of management's responsibility to protect tenants from crime. This gap in priorities was seen to negatively affect the ability of management to respond effectively to tenants (Francescato,et.al.,1979).

2.3.2 Tenant Participation in Management

In the eighties, the emphasis shifted from tenant satisfaction with housing management to documenting tenant participation in management. Participation can take place at three different levels: day to day maintenance and management, participation in decisions affecting the housing at the policy making level, and the democratization of the overall authority structure of the organization (Wekerle,et.al.1980).

The recent evaluation by CMHC (1990) of the Public Housing Program across Canada indicates that public housing tenants are primarily involved in day to day maintenance and housing management: 86% of all projects have some form of tenant involvement. In 52% of all projects, tenants are involved in the maintenance of grounds and common areas; 58% of projects have tenant involvement in social and recreational programs; 55% of projects have tenant involvement in protection against vandalism; 50% of projects have tenants participate in security programs. In approximately half of all projects, tenants are involved in at least three areas of project management.

Involvement of tenants in maintenance of grounds and common areas, in social and recreational programs, or in security was not found to be associated with higher or lower levels of tenant satisfaction (CMHC,1990:213). On average, 20% of residents in public housing were dissatisfied with management. The greatest level of dissatisfaction was with security and the speed of handling requests.

Overall, there was limited support among public housing managers for direct tenant involvement in project management: 41% felt that tenants should have no role in management; 78% disagreed that tenants should have a major role in the running and management of a project (CMHC,1990:208). In contrast, irrespective of current levels of involvement, approximately one third of tenants wanted greater involvement in the management of their project (CMHC,1990:215). Although support for tenant associations is contained in CMHC/territorial/provincial agreements, the study found that funding and

encouragement of tenant associations is not consistent across the country (CMHC,1990:225). In only 27% of all projects, do managers support tenant meetings. This rises to 80% in projects of 200 or more units. Meeting rooms are not available in 39% of all projects and in 64% of all family projects.

CMHC's study of public housing projects seeks to evaluate management performance in public housing across the country through developing indicators of good management including attention to staff training, maintenance guidelines and scheduled preventative maintenance, funding to encourage tenant associations, the existence of tenant relations officers and tenant representation on the Board of Directors. However, the differences in scale from small to large projects, differences in location and in type of projects, make it difficult to develop and problematic to interpret and apply such standardized indicators.

The CMHC evaluation of Canadian public housing projects examined residents' input to day to day maintenance and management. Missing from the report was any reference to other areas of tenant involvement in management which include decision making and policy making, such as tenant input to the initial planning and design of the housing, tenant screening of new applicants, and tenant running of soft management programs. These areas of housing management are the focus of a U.S. Department of Housing and Urban Development (Kolodny,et.al.,1983) report. This study concludes that residents have been a substantial management resource in some U.S. public housing authorities assisting in screening new applicants, counselling problem families, operating lobby patrols, and sponsoring and running soft management programs.

The recent C.M.H.C. evaluation of the co-operative housing programs (1990) showed that, in general, "a constant proportion of about 70% of co-operative housing resident households devoted from one to ten hours per month to co-operative activities" (pg. 128). The case studies undertaken in this evaluation showed that "participation in decisions affecting the co-operative through democratic control is seen by members as one of the primary benefits of co-operative housing." In addition to the estimated value of tenant participation in management, between 30 and 40% of tenants reported learning new skills through co-operative living. In general, the skills development among r.g.i. tenants was similar to that of other residents.

As was noted by Murray Wilson, Executive Director, Housing Field Operation, Ontario

Ministry of Housing, in a recent address to a 1989 International Conference on Housing, there has been a shift from a "bricks and mortar" approach to a more concerted effort to deal with the social aspects of assisted housing. This has resulted in increased attention to tenant support services, recreational programs and safety and security matters. (Wilson, 1990)

In Britain, some local housing authorities are responding to funding cutbacks and increased public housing management problems by increasing resident participation in management, as was described by David Butler, Director of Housing, of the Housing Department for Newcastle upon Tyne at the above mentioned conference. The City of Newcastle on Tyne encourages participation by tenants' groups in the City through a variety of initiatives and the City Council provides funding for the Newcastle Tenants' Federation which acts as an umbrella group for tenants' associations in the City.

2.3.3 Social Services

There is a limited amount of literature in the area of the provision of social services in socially mixed income projects. Research regarding support services in public housing, for example, does provide some insight for income-mixed projects with a substantial portion of low income tenants. A report entitled Patterns of Support: The Use of Support Services Among Family Public Housing Tenants in Ontario by Social Data Research Limited (January, 1987) was one of the first studies in Ontario that examines in detail the provision and demand for support services in family public housing. The study involved personal interviews with over 500 tenants as well as a postal survey to agencies servicing the housing projects in which the sampled tenants lived. Over two thirds of the respondents headed by single parent families.

Generally, it was found that although over two thirds of tenants make use of formal and informal support services (i.e. community services, family, friends), there remained a substantial proportion of tenants who experienced difficulties and were not receiving assistance. Difficulties were experienced in the following areas: making ends meet, problems with adult personal problems, difficulties with children's behavioral problems, difficulties with child care, child rearing and parenting, difficulties with grocery shopping and heavy cleaning, difficulty with transportation and difficulties obtaining information.

Discussions with service providers found that some families in public housing have no major problems; however, of those who do, major concerns are lack of empioyment and skills, inadequate incomes, and no motivation to work. Over one third of the agencies surveyed indicated that an on-site, multi-service facility would aid or improve service delivery and avoid situations where they hear about the problem after it has arisen.

The planning for social services in U.S. public housing projects (Kolodny et.al.,1983) has been viewed as contributing to overall management effectiveness by linking service provision to other management functions such as maintenance and the reduction of vandalism. Approaches to organizing the social services function vary and often a mix of approaches is used in a particular project. Some authorities hire their own staff of social workers to provide services to tenants. Some employ a social services coordinator and contract with service agencies who may be provided with rent free space for programs. Other authorities subcontract to service agencies; for example, a tenant organization may be subcontracted to operate a daycare centre. The minimum level of activity is referral to service providers by site office staff.

Types of services provided include childcare and after school programs, tutoring and remedial education, alcoholism and drug abuse counselling, employment and job development programs, health and prenatal care. In seniors' projects, there are also congregate or home-delivered meals, adult day care, health services, homemaker services, and specialized transportation.

A recent article on trends in housing management in Manitoba (Badiuk,1989) points out that housing authorities are increasingly involved in activities to enhance the health and safety of elderly tenants. As residents age in place, they find that housing does not meet their needs in four areas: housing design and amenities; lack of staff awareness of tenant needs; lack of tenant awareness of community services; lack of access to health and care-related services. Housing authorities have tended to respond to these new needs on an ad hoc basis, placing strain on both staff and financial resources. The recommendation is to view housing and services as an integrated package in future planning.

Newcastle's programs also recognize the linkage between housing, income, under or unemployment and crime (Butler, 1989). For example, in one area of the City, the City

Council is working with the police and other agencies and with local employers to regenerate the area through a variety of crime prevention, community development and housing improvement programs. The project seeks to encourage local business to provide job opportunities for the unemployed in the area and the setting up of training, counselling and advice services.

2.3.4 Security

Security in public housing and other social housing environments has been a concern of residents for the past two decades. In the nineties, this issue has taken on a new urgency as Canadian cities report increasing problems. Responses by housing authorities have taken three forms: introduction of hardware; increasing social surveillance through defensible space techniques; community building strategies (Stoks,1982).

One response has been to use technology such as locks, bars, and fences to control access to buildings. This strategy has been effective in reducing burglaries and property crimes (Stoks,1982). Access control techniques have not been shown to be effective in reducing personal violent crimes nor can they be applied to urban public spaces such as interior courtyards, walkways, or streets surrounding housing projects.

Defensible space concepts were introduced by architect Oscar Newman (1972) in proposals to retrofit U.S. public housing projects. Proposals included increasing social surveillance opportunities. Strategies included modification of building entrances and siting them closer to activity areas, television monitoring and intercom systems, and, improving exterior lighting. These changes have received mixed evaluations. Increasing lighting levels, for instance, decreases fear of crime but alone does not increase either crime reporting or interventions by citizens (Stoks,1982). The presence of people may deter crime but this depends on who the people are, how many, and whether they are motivated to intervene.

The proposals of Newman (1972) and Alice Coleman (1985) in Britain to decrease crime levels in public housing place a heavy emphasis on strategies to promote social interaction and social cohesion. They argue that design changes such as barriers or fencing can encourage proprietary attitudes, create a positive self image, and improve the

state of repair of public housing environments. Independent evaluations of housing projects where such modifications have been made have found little support for the assumption that defensible space modifications will consistently act as crime deterrents (Stoks,1982). Schemes to improve public housing projects through design alterations aimed at modifying criminal behaviour have been soundly criticized by both criminologists and architects as overly simplistic and without empirical foundation (Jenks,1988; Hillier,1973,1988).

There is a shift in emphasis from design to management to improve security. A recent study of two public housing projects in Britain (Bulos and Walker,1988) argues the necessity for tailor-made security, information, and management systems to suit the specific location, design, and characteristics in a specific housing project. They demonstrated how the introduction of a receptionist in a 600 unit high rise project improved not only security but also decreased repairs, graffiti, and elevator breakdowns.

Kolodny et.al.'s(1983) report on U.S. public housing projects also emphasized the importance of mobilizing the community for security. "Residents can also be assisted to organize themselves for mutual support and surveillance. Neighbours can watch over others' apartments during working hours or extended absences. Teenagers can provide escort services for the elderly. Adults can be encouraged to 'get involved', to take responsibility for regulating unsupervised youth on the site, to report suspicious activity, and to give testimony in court cases." Resident organizations can take a more direct role in security by establishing tenant patrols and lobby monitoring; creating and running recreation and employment programs for youth; enforcing behaviour codes through running hearings and grievance proceedings for tenants against whom there are complaints.

2.3.5 Resident Management

While the trend is to involve tenants in some aspects of housing management, in some housing projects residents are the management. In the late sixties, four public housing projects in St.Louis, involving 2,650 units, obtained a five year grant from the Ford Foundation to hire consultants, monitor and evaluate the process, and employ tenants in management capacities(Baron,1974). Tenants took over all the major management functions from screening prospective tenants, preparing budgets, establishing rules and

regulations, security, and contacting delinquent tenants. An evaluation showed that tenant management provided residents a sense of control over their environment and performed as well or better than private management in both hard and soft management areas.

Over the past two decades, these housing projects have continued to be self-managed and tenants have used this experience to develop several substantial community development and job creation projects. Branching out from the initial cleaning contracts with the housing authority, residents have set up cleaning businesses, childcare centres and senior centres on site, a catering company providing food service to seniors and the daycare centre. In partnership with a private developer, residents built market housing and a commercial shopping center adjacent to the housing projects. These initiatives of the Cochran Gardens Tenants Association have become models of community self-help in public housing environments (Wekerle,1982).

A review of experience with tenant management in the U.S. by C.M.H.C. researchers found that the overall results of tenant management in public housing in the United States have been positive (Wilson, 1989). While start-up costs and modernization costs can be significant, long-term operational costs were quite reasonable. The evaluation of tenant management benefits revealed dramatic increases in occupancy rates, a reduction in delinquent rents, increased maintenance worker productivity, extensive job creation, diminished crime rates and a noticeable improvement in community spirit.

In Toronto, The Homes First Housing Society has pioneered a new concept of housing self-management, "facilitative management" which it initially applied to homeless persons but which have now become generalized to other housing developments such as the YWCA's project at 15 Pape. The Housing Document Group of the Single Displaced Persons Project (1987) describes their approach to housing management as one that enables residents to participate as they choose in decisions that affect their living situation. The philosophy assumes that residents' "participation in developing and managing the housing will give them a stake in making it pleasant, safe, and secure; and that they will take responsibility for their actions as their investment in their housing is realized".

An evaluation of Homes First's first building on Shuter Street by an independent

consultant, Allan Etherington and Associates (1987), found that the project had met its objective that those who use the housing should be represented in planning for and managing it: 30% of initial residents had input to the design; 40% participated in some aspects of management and on building committees. Residents also act as relief staff and monitor the building overnight and on weekends. Residents participate in regular meetings of apartment clusters and building committees. They also control the selection of new tenants, write up work orders, maintain security, clean common areas, and do minor repairs.

The relationship between staff and residents differs from most social housing projects. Staff, residents, and board members sit on building committees and jointly make decisions. The role of staff under facilitative management is to organize the tasks required to manage the building, work with residents to involve them in all aspects of building management, assist in the development of relationships among residents, and link residents with support services.

Homes First operates on the principle that housing tenure and housing management should be strictly separated from the delivery of social services so that residents do not feel compelled to participate in on-site services as a condition for receiving housing (The Housing Document Group of the Single Displaced Persons Project, 1987). The consultant (Etherington and Associates,1987) concludes that the process of housing management is transferable to other social housing environments.

One of the key tenets of facilitative management is the separation of housing from the delivery of support services. The Housing Document Group of the Single Displaced Persons Project have found that "supportive housing" works best when people living in such arrangements "..negotiate their use of services outside the housing as their needs change." (1987, pg.10)

2.3.6 Cityhome Residents' Recommendations on Housing Management

The report by Jim Ward Associates (1988) on Cityhome's tenants' conference outlines tenants' priorities for changes in housing management. Recommendations are for greater tenant participation at three levels: day to day management, policy making, and

democratization of the overall structure of Cityhome. Residents voiced concerns about security and the need to establish programs to involve residents to improve security. There were recommendations to increase tenant input in day to day management including maintenance, painting, renovations, recycling, and tenant selection. There were proposals to improve staff training and tenant input to evaluation of staff. One recommendation was to apply the facilitative management model to Cityhome. There were recommendations for tenant involvement in the development and design process. There were requests for the provision of space for tenant groups and funding for tenant associations. A key recommendation was that "tenants should be more involved in Cityhome policy development and decision making".

A recent study conducted for Cityhome on the issue of co-operative conversion of Cityhome buildings recommended that Cityhome consider adopting a new model of tenant participation (The Starr Group, Lapointe Consulting, 1989). The recommended model would provide for a diversity of options or levels of participation to take into account the diverse interests and abilities of tenants with regards to tenant participation. The continuum model presented a series of levels of tenant participation ranging from minimal annual meetings with staff all the way up to self-managing co-ops with the land still being leased by the City.

2.3.7 Conclusions Regarding Management

The above review of tenant involvement in management of social housing projects seems to generally support higher levels of tenant involvement in management. Higher levels of local involvement of tenants in management seem to result in the same or lower costs but have other non-economic side benefits in terms of increasing tenants' confidence and sense of dignity and sense of control over one's destiny. Some experiments in the States seem to be associated with lower crime rates. The recent experience with facilitative management with some of the hardest to house in the City of Toronto have demonstrated that participating in housing management can have spin-off benefits in terms of helping people generally to take better control of their lives. It must, however, be recognized that increased tenant management, in and of itself, cannot be the cure-all for such social problems as low-incomes, lack of employment, lack of skills, and other problems associated with lower incomes.

Summary of Selected Socially Integrated Housing Programs and Developments

Name/Location	General Description of Development/Program	Year of Evaluation	Type of Mix	Summary of Evaluation Pertaining to Social Mix
Lebreton Flats, Ottawa Ontario	Large project on 6 hectares of land with total of 425 units. Includes municipal and private non-profit projects (5), private ownership housing projects (3), co-operative projects (2). Mixture of apartments, stacked units and apartments. Constructed during late 1970's. Much attention was paid to project design and lay-out and factors such as privacy, ground orientation and resident identity. One objective was "to achieve a balanced community ... which accommodates and integrates a heterogeneous mix of both homeowners and renters of all income groups and ages."	April, 1984 by C.M.H.C.	Mix would vary with project and program. Over-all, low, moderate and high income hhlds accommodated, 62% hhlds without children and 38% with children (12% single parent families). Bulk of persons (53%) under 35, 67% work full-time.	Residents are keenly aware of and generally satisfied with the mixed nature of community. Respondents reported they most often make friends with people in units closest to them (particularly true in co-op and private non-profit projects).

Name/Location	General Description of Development/Program	Year of Evaluation	Type of Mix	Summary of Evaluation Pertaining to Social Mix
Section 56.1 Non-Profit and Co-operative Housing Program Evaluation	Survey of non-profit and co-operative housing projects developed under the 56.1 program across the country between 1978 and 1982 (year of evaluation). In addition to responding to housing issues such as affordability, suitability and adequate housing, program also seeks to achieve objectives with respect to income mix of tenants. This objective stemmed from the need to improve financial viability of projects with the inclusion of market rent tenants as well as to avoid concentrations of low-income households in developments.	November 1983 by C.M.H.C.	Income mixing according to income groups (quintile) to reflect the income profile of renter households generally. Levels of subsidy vary to ensure that low and moderate income hhlds pay no more than 25% of their gross income for rent. Higher income households receive no subsidy and pay low end of market rents. Projects are either for families or for seniors with units for physically handicapped persons and those with special needs.	Results tabulated in summary form and not for individual projects or areas. Tenant satisfaction measured in terms of extent of social interaction with others in their project and within their neighbourhood. Higher level of social interaction within projects was found among r.g.i. tenants than with market rent tenants. Level of interaction with neighbourhood, as measured by use of services and facilities, had little impact on housing satisfaction of seniors and somewhat greater impact on satisfaction levels of hhlds with children.
Frankel/Lambert Neighbourhood, Toronto, Ontario.	Large redevelopment project near downtown Toronto. Includes 4 housing co-operatives, several municipal non-profit (Cityhome) developments as well as private ownership and rental townhouses and apartments. Total of approximately 1,000 dwelling units. Constructed during the late 1970's through to the mid 1980's. Objective was to provide housing mainly for families, but to also ensure that there would be a diversity in the population that would reflect the characteristics of the city as a whole.	May 1985 by J. Simon and G. Wekerle for C.M.H.C.	The population closely resembles the population trends of the City of Toronto: families with young children are in the minority; young adults predominant age group. There is a high proportion of single parents. A range of income groups is present.	The provision of public spaces, facilities and services did not reflect the diversity of households in the project. The planning process did not anticipate the facilities that were necessary to meet the needs of some groups, while at the same time, creating a common focus and opportunities for interaction that would cross group boundaries.

Name/Location	General Description of Development/Program	Year of Evaluation	Type of Mix	Summary of Evaluation Pertaining to Social Mix
Evaluation of the Federal Co-operative Housing Programs (Draft Report)	Evaluation of Federal co-operative projects under Section 61 (1973-1978), Section 95 (1979-1985) and Index-Linked Mortgage 1986-) programs. The program rationale is to provide assistance for co-operative housing to promote security of tenure for households unable to access homeownership. Co-op sector supports the notion of income mixing in projects for the following reasons: 1) income-mixed projects result in a better quality of life for lower income households and is seen to be more socially balanced. The integration of different social groups and household types may provide for positive role models and may have socialization benefits for children and assist in counteracting inter-generational poverty; 2) income-mixed projects are more easily accepted within the local community and more sensitive to community needs; and 3) it is argued that income-mixed housing may promote upward social mobility, improved educational standards for the disadvantaged and fostering fuller participation of all groups in economic, social and political life.	September, 1990 by C.M.H.C.	Actual mix varies with program and individual project. Under the 1986 program (Ontario), a minimum of 15% and maximum of 50% of units are required to be designated for low-income core need households on a rent-geared to income basis (funded through Rent Supplement Program). The remaining dwellings are available for moderate income households who could afford market rent levels. Older co-op programs involved other approaches to facilitate access to co-operative housing for lower-income households such that a range of incomes could be served. Individual co-operatives target specific household types or special needs groups. Generally, in all three co-op programs, 89% of all units are family units and 11% for seniors. Compared to all renter households, co-operatives have a slightly higher proportion of single parent families and couples without children. In general, R.G.I. households tend to be over-represented compared to non-R.G.I. households in the youngest and oldest age of head categories, and tend to be more likely to have a household member who is disabled and have less education. Also, there is a higher proportion of R.G.I. single parent families compared to non-R.G.I. households.	Over 80% of residents satisfied with their housing. R.G.I. residents tended to have higher levels of satisfaction that non-R.G.I. residents. Concluded that co-operatives had been highly successful in achieving income mixing without polarization of income groups. The community spirit and sense of belonging to the co-op seems to override other differences (i.e. income) and creates the sense that everyone belongs to the same social group. Most residents perceived that they gained useful skills or experience as a result of involvement with co-op, however, acquisition of such skills and experience could not be statistically correlated with the level of income-mix within the co-ops.

Name/Location	General Description of Development/Program	Year of Evaluation	Type of Mix	Summary of Evaluation Pertaining to Social Mix
Review of Rent Supplement Program, Ontario	Study of tenant satisfaction with rent supplement program in Ontario. The rent supplement program is an arrangement between private landlords and Ministry of Housing where a proportion of units in private rental buildings would be designated as subsidized units where the tenants pay rent according to their income. Study also compares satisfaction of rent supplement program with those in pubic housing (100% r.g.i.).	1981 by the Operational Planning Branch of the Ministry of Housing and Municipal Affairs.	Rental projects with rent supplement units would contain low income R.G.I. tenants with moderate and high income private rental tenants. The actual mix would vary on a project by project basis.	The majority of tenants in rent supplement program were found to be generally satisfied with their housing. Management is the area of greatest dissatisfaction. There was little evidence that tenants were being ostracized or stigmatized in rent supplement developments. Tenants in public housing were also found to be satisfied, although lower levels of satisfaction were found in the area of the social environment. Tenants in public housing were more satisfied with their management than were tenants in rent supplement developments.
False Creek, Vancouver, British Columbia	Large redevelopment near downtown Vancouver. Project included about 850 dwelling units including non-profit housing, seniors' rental housing, low-income rental and co-op housing. Also includes condominium ownership housing. Intentions were to create a socially mixed development which would generate a more socially enriching environment for residents. Much attention was paid to design of housing project and to implementation of social mix stressing individual participation in the planning process.	Based on evaluation by J. Vischer, 1986, who also conducted initial post-occupancy evaluation for C.M.H.C. in 1980.	Over-all project contains a mix of incomes and household types. Mixing was done at 2 levels: fine-grain mixing at the housing cluster or block level (e.g. hhlds with a range of incomes in non-profit/co-op projects), as well as at the community level (e.g. homeowners, renters). Approximately 55% of the population were owners, 45% were tenants. Over-all distribution: singles 30%, couples 13%, families 44%, elderly 13%.	It was found that resident satisfaction was tied most closely to features of architectural design of the project and to the social environment of the clustered or 'enclave' housing. Social enrichment of residents was linked more with the planning process regarding the implementation of mix (e.g. developing design concepts etc.) rather than with the mix itself. Concluded that indirectly, however, living in a socially mixed environment contributed to the quality of life for the residents.

3.0 SURVEY METHODOLOGY AND TENANT PROFILE

3.1 INTRODUCTION

The following discussion presents the results of the mail-out survey of close to 1,800 Cityhome 40/40/20 and 56.1 tenants and 150 in-depth personal interviews. We begin initially with a profile of the 40/40/20 tenants compared to tenants in the 56.1 program. This discussion covers such characteristics as type of dwelling, household type, sex, age, education, employment status and income. Where possible, the actual distribution for tenants based on an analysis of Cityhome's tenant data base files is provided for comparison with the survey results. In some cases, the data base was used to provide additional information. The Cityhome tenant data base was available for all 40/40/20 tenants but available for 56.1 r.g.i. tenants only. For 40/40/20 market tenants the data was based on the move-in date with incomes being adjusted for inflation.

The following chapter will present the results of the survey as it relates to tenant satisfaction, attitudes towards social mix, neighbouring behaviour and attitudes towards safety and security.

3.2 METHODOLOGY

3.2.1 Mail-out Survey

(i) Sample Selection

In order to identify how tenants' views differed in the 40/40/20 buildings from those of tenants living in 56.1 buildings, the consultants used a mail-out survey. Questionnaires were mailed to all tenants in the seven 40/40/20 developments listed below and to all tenants living in six 56.1 developments.

The selection of comparable buildings for the study was undertaken as follows. Individual 40/40/20 and 56.1 buildings were matched in terms of size and general location and neighbourhood characteristics in order to control for biases stemming from site-specific factors. Specifically, seven 40/40/20 buildings were matched with six 56.1 buildings for a total of thirteen buildings in the sample (refer to list below). Geographically, the

locations of the paired buildings are located throughout the City of Toronto in different types of neighbourhoods, e.g. close to the downtown in redevelopment areas, within City's core area, and in established residential areas in east and west end neighbourhoods.

Buildings Selected for Survey

	40/40/20 Buildings	56.1 Buildings
1.	25 Bishop Tutu 679 Bathurst Quay	176 The Esplanade
2.	Bathurst & Eglinton	145 Elm Ridge Drive
3.	111 Chestnut	25 Elm Street
4.	1275 Danforth	66 Walpole
5.	33 Coatsworth	139 Stephenson
6.	75 Dowling	575 Adelaide St. W.

It was felt that although some differences may exist between the paired 40/40/20 buildings and 56.1 buildings due to site-specific variables such as availability of services, age of the project or other locational attributes, such differences would be minimized when comparisons were made at the program level (i.e. comparing the entire sample of tenants in selected 40/40/20 buildings with the sample of tenants in 56.1 buildings). These two matched sets were used for other parts of the study in addition to the mail-out survey, e.g., the personal interviews, the residents survey, analysis of incomes, maintenance costs, etc. (Sometimes, for certain aspects of the study, a smaller set of buildings was used for various reasons, although we have indicated when that took place.)

The reason for selecting the 56.1 buildings was to obtain a "control" set of tenants who lived in developments which varied mainly in terms of income mix. Buildings developed

under the earlier Section 15.1 program were not included because they were much older than those developed under the 40/40/20 targeting plan and also used a different method of financing and rent setting. For these reasons, it was felt that the 15.1 developments were less comparable to the 40/40/20 developments.

The questionnaires were pretested and then a final questionnaire was printed up in a booklet form as shown in Appendix C. In addition, phone numbers of volunteer translators were provided for tenants who spoke other than English. Questionnaires were mailed out in the first week of July and a second mail-out to all tenants took place during the first week of August. The cutoff date for receipt of questionnaires was August 31st.

(ii) Response Rate and Representativeness

The total sample size was 1,752 units for which 730 useable surveys were returned. This represents a response rate of 42% which is considered to be acceptable for a mail-out survey. The response rate for the 40/40/20 units was 43% (399 responses out of 925 units sampled) and for the 56.1 units the response rate was 40% (331 response out of 825 units sampled). For the locations sampled, the response rate ranged from a low of 32% to a high of 47% for the 40/40/20 buildings and a low of 34% to a high of 50% for the 56.1 buildings. Table 1 shows the distribution of the responses.

A comparison of the 40/40/20 tenants from the survey to the profile obtained from the Cityhome data base showed that the sample was quite representative in terms of major variables such as household type, age and sex. Up to date data from the Cityhome tenant data base was available for r.g.i. tenants only in 56.1 buildings. However, a review of the distribution for 56.1 r.g.i. tenants showed that the survey sample was quite representative for that group.

The only area where the survey results may not have been as representative was tenants' incomes. As will be discussed in more depth in Section 3.3.9, tenants' incomes were generally lower (especially for 40/40/20 r.g.i. tenants) in the survey than in the Cityhome tenant profile. These income differences were partially due to a large number of "no responses" on the survey to the income question.

Table 1: Cityhome Tenant Survey
Response Rate

	40/40/20				56.1		
	No. Mailed Out	**No. Returned**	**Response Rate**		**No. Mailed Out**	**No. Returned**	**Response Rate**
Bishop Tutu 679 Queen's Quay	162 106 268	123	45.9%	176 Esplanade	302	116	38.4%
Bathurst/Eglinton	130	59	45.4%	145 Elm Ridge	52	19	36.5%
111 Chestnut St.	144	59	41.0%	25 Elm Street	101	50	49.5%
1275 Danforth	108	51	47.2%	66 Walpole	119	53	44.5%
75 Dowling	130	56	43.1%	Bathurst/ Adelaide	150	59	39.3%
33 Coatsworth	145	51	35.2%	139 Stephenson	101	34	33.7%
Total	925	399	43.1%		825	331	40.1%

The combination of number of respondents (730) to the survey and the representativeness of the respondents (compared to the Cityhome tenant data base) allows for reliable and meaningful statistical analyses.

Depending upon the type of data and number of variables involved, analysis of variance and t-tests were used for parametric analyses and Chi-squares for non-parametric analyses. The conventional acceptable level of significance of .05 was used in all analyses. In most cases, statistical tests for main effects (e.g., program and market versus subsidized rent) were conducted.

3.2.2 Personal Interviews

In addition to the universal mail out survey, in-depth personal interviews were undertaken with a sample of residents in the 40/40/20 and the 56.1 developments. The purpose of the interviews was to probe, in a face to face situation, tenants' attitudes on various items. The interviews lasted approximately one hour. The interview schedule is shown in Appendix C. Tenants were randomly selected from a list of all tenants. If the selected tenant was not in or refused to participate, then the interviewers had four other names from which to select.

A total of 134 surveys were completed - 93 tenants in the 40/40/20 buildings (77 r.g.i. and 16 market) and 41 tenants in the 56.1 buildings (33 market and 8 r.g.i.). **Because of the small numbers involved, the responses are used for their general direction not for statistical purposes.**

3.3 A PROFILE OF 40/40/20 TENANTS

3.3.1 Subsidized versus Market Rent

The majority of respondents in the 40/40/20 sample were subsidized (72%), while 19% were paying market rent and the remainder didn't know which category they fit into. For the 56.1 developments, the reverse was true; the majority of tenants were paying market rents (64%) while 24% were paying on a geared-to-income basis. These results are in keeping with the distribution which would be expected from the two programs. The analysis of the Cityhome tenant data base confirmed that 19% of tenant households in 40/40/20 developments were paying market rents.

3.3.2 Dwelling Type and Building Description

In the 40/40/20 buildings, over half of the sample lived in bachelor units or one bedroom units (4% and 53% respectively) while most of the remaining tenants lived in two-bedroom apartments (42%) (Table 2). A comparison with the actual distribution of unit types shows that one bedrooms were over-represented and two and three bedroom units under-represented. Nevertheless, as discussed below in Section 2.3.6, this did not result in an over-representation of single person households in the 40/40/20 developments. In the 56.1 sample, there was a similar proportion of tenants in bachelor units compared to the 40/40/20 sample (7% compared to 4%), fewer tenants in one bedrooms (42%) and more tenants living in two bedroom units (49%). A comparison with the actual distribution of units shows that the 56.1 sample was quite representative of the sample of units in the developments being sampled.

In the 40/40/20 sample, there was a higher proportion of both market and r.g.i. tenants living in one bedroom apartments than in the 56.1 sample (Table 3).

The samples did not vary that much in terms of the type of building respondents lived in. For example, 55% of the 40/40/20 and 57% of the 56.1 sample lived in high rise buildings. The remainder in both type of developments lived in low rise apartments or in townhouses (Table A1).

3.3.3 Length of Tenure

Not surprisingly, tenants in the 56.1 developments – built under an older housing program – are more likely to have lived in their building for a longer time than those in the 40/40/20 developments. For example, 69% of tenants in the 56.1 developments have lived there for more than two years compared to just under a half of 40/40/20 tenants (Table A2).

Table 2: Distribution of Respondents Unit Type Compared to Actual Unit Mix

Type of Housing Unit	40/40/20		56.1	
	Sample	Actual	Sample	Actual
bachelor/studio	4%	1%	7%	5%
one-bedroom	53%	39%	42%	42%
two-bedroom apt. two-bedroom townhouse	42%	48%	49%	48%
three-bedroom apt. three-bedroom townhouse	1%	12%	1%	6%
four-bedroom	1%	-	1%	-
	101%	100%	100%	100%

Table 3: Housing Type for R.G.I. and Market Tenants

Type of Housing Unit	40/40/20	56.1	Total
Market rent			
room	1%	0%	0%
bachelor or studio apt.	3%	4%	4%
one bedroom apt.	47%	41%	43%
two bedroom apt./ townhouse	48%	53%	51%
three bedroom / townhouse	1%	–	1%
four bedroom / townhouse	0%	1%	1%
Total	100%	99%	100%
Total N	77	210	287
R.G.I.			
room	1%	1%	1%
bachelor or studio apt.	3%	8%	4%
one bedroom apt.	54%	42%	51%
two bedroom apt./ townhouse	41%	43%	42%
three bedroom townhouse	0%	5%	1%
four bedroom townhouse	0%	0%	0%
Total	99%	99%	99%
Total N	284	78	362
Missing Responses	38	43	81
Total N (number of cases)	399	331	730

When analyzed by r.g.i. and market tenant status, more r.g.i. tenants have lived in their building for a longer period of time than market tenants. In the 40/40/20 developments, 29% of market tenants have lived in their unit for two or more years compared to 52% of r.g.i. tenants. Similarly, in the 56.1 developments, 66% of market tenants and 86% of r.g.i. tenants have lived in their unit for two or more years. These figures reflect a higher turnover rate across Cityhome's portfolio among market rent tenants which is approximately 2.7 times that of r.g.i. tenants. This higher turnover rate may reflect the ability of market rent tenants to exercise other options if they are dissatisfied with their housing. However, more research would be required to better understand why the mobility rate of market tenants is higher or if it is higher among market tenants in 40/40/20 compared to 56.1 developments.

3.3.4 Previous Place of Residence

An examination of tenants' previous place of residence reveals a great deal of similarity between the two groups (Table A3). Over half of 40/40/20 and 56.1 tenants previously lived in the private sector before moving into their current dwelling (57% in the 40/40/20 buildings and 55% in the 56.1 buildings respectively). Approximately 15% of both groups' previous place of residence was another Cityhome development.

Similarly, the two samples were very much alike in terms of where tenants lived prior to moving to their current address (Table A4). The majority of tenants in both samples previously lived elsewhere in the City of Toronto (82% of 40/40/20 tenants and 73% of 56.1 tenants). The rent-geared-to-income tenants in both types of buildings were more likely to have lived elsewhere in the City of Toronto than market rent tenants of whom a higher portion lived previously outside of the City of Toronto.

3.3.5 Reason for Moving into Cityhome Unit

Tenants were asked to give their main reason for moving into their present Cityhome development (Table A5). The reasons selected most frequently by the 40/40/20 respondents are given below with the percentage checking this category in brackets:

- previous housing costs were too high (40%)

- previous residence was too small (34%)
- they liked the location of their building (32%)
- they liked the building/unit (27%)
- wanted a place of their own (28%)
- didn't want to lose chance to get into Cityhome building (27%)

Tenants in the 56.1 buildings main reasons seemed to revolve around:

- the location of the building (44%)
- liked the building/unit (31%)
- wanted a place of their own (28%)
- previous residence too small (27%).

The relative importance of housing costs and fear of losing a chance to move into Cityhome building among 40/40/20 tenants reflects the higher proportion of r.g.i. tenants in the 40/40/20 buildings as well as the increased length of Cityhome's waiting list in recent years.

3.3.6 Waiting List

As Table 4 shows, the majority of tenants in both types of developments had been on a waiting list, although the percentage was higher for the 40/40/20 developments compared to the 56.1 developments (79% compared to 56%).

Of those 40/40/20 tenants who had been on a waiting list, just under a half (47%) had been on such a list for over 3 years (compared to 16% in the 56.1 developments). As shown on Table 5, r.g.i. tenants in the 40/40/20 developments were more likely to

Table 4: On Waiting List For Cityhome Unit

	40/40/20		56.1		Total	
yes	315	79%	184	56%	499	68%
no	74	19%	139	42%	213	29%
missing	10	3%	8	2%	18	2%
Total	399	101%	331	100%	730	99%

Table 5: Duration on Waiting List

	40/40/20		56.1		Total	
All Tenants	**No.**	**%**	**No.**	**%**	**No.**	**%**
< 6 months	26	8	47	25	73	15
6 months to 1 year	42	14	53	28	95	19
1 – 2 years	50	16	30	16	80	16
2 – 3 years	47	15	26	14	73	15
more than 3 years	145	47	30	16	175	35
Total	310	100	186	100	496	100
no response	15		8		23	
Total N	325		194		519	
Market Rent	**No.**	**%**	**No.**	**%**	**No.**	**%**
< 6 months	16	35	36	36	52	35
6 months to 1 year	16	35	38	38	54	37
1 – 2 years	10	22	14	14	24	16
2 – 3 years	0	0	9	9	9	6
more than 3 years	4	9	4	4	8	5
Total	46	100	101	100	147	100
R.G.I.	**No.**	**%**	**No.**	**%**	**No.**	**%**
< 6 months	8	3	4	7	12	4
6 months to 1 year	24	10	6	10	30	10
1 – 2 years	34	14	11	19	45	15
2 – 3 years	39	17	15	25	54	18
more than 3 years	130	55	23	39	153	52
Total	235	100	59	100	294	100

Note: Market rent and R.G.I. do not add up to "all" because cases lost when analyzed by rent status.

have been on a waiting list for more than 3 years than r.g.i. tenants in the 56.1 developments (55% compared to 39%). Market rent tenants in both types of developments were on waiting lists for similar lengths of time with the majority being on lists for under a year.

The longer length of time on waiting lists experienced by r.g.i. tenants in 40/40/20 buildings reflects the increasing demand for affordable housing in the City of Toronto. The differences in the length of time r.g.i. tenants have to wait to move into a Cityhome development helps to explain why so many 40/40/20 tenants were more likely to move into a unit rather than lose their spot on the waiting list.

3.3.7 Household Type

Overall Comparison

A comparison of the distribution of household types within the 40/40/20 sample and the 56.1 sample is shown on Table 6. The sample distribution was compared to the actual mix derived by an analysis of 40/40/20 tenants from Cityhome's 1990 tenant data base; current data was available for 56.1 r.g.i. tenants only.

The comparison showed that the 40/40/20 tenant mix was generally representative of the actual tenant mix for all tenants. The r.g.i. distribution was quite representative among both 40/40/20 and 56.1 tenants. Market tenants, on the other hand, were under-represented among single persons and over-represented among couples with children; however, this data was based on "move in" date, which in some cases was four years ago.

There were higher proportions of single persons and single parents among 40/40/20 tenants compared to 56.1 tenants (45% were single persons in the 40/40/20 program compared to 30% in the 56.1 program and 29% were single parent families in the 40/40/20 program compared to 21% single parents in the 56.1 program.) These differences were statistically significant. On the other hand, when the sample was further broken down by r.g.i. and market tenants, differences between the two samples disappeared.

Table 6: Distribution of Sample Household Type
All Tenants, Market and R.G.I. Tenants

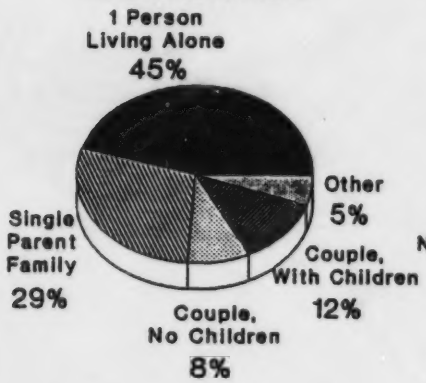
	40/40/20			56.1		
	Sample		(Estimated Actual)*	Sample		(Estimated Actual)
All Tenants	No.	%	%	No.	%	%
Single person	174	45	(44)	94	30	
Childless couple	32	8	(10)	66	21	
Single parent	110	29	(36)	66	21	N/A
Couple with Children	47	12	(9)	51	16	
Other	21	5	(1)	39	12	
Total	384	99	(100)	316	100	
	40/40/20			56.1		
	Sample		(Estimated Actual)**	Sample		(Estimated Actual)
Market Tenants	No.	%	%	No.	%	%
Single person	20	26	(46)	49	24	
Childless couple	16	21	(27)	51	25	
Single parent	13	17	(11)	36	17	N/A
Couple with children	18	24	(10)	41	20	
Other	9	12	(6)	30	14	
Total	76	100	(100)	207	100	
R.G.I.	No.	%	%***	No.	%	%
Single person	137	49	(42)	34	48	(43)
Childless couple	15	5	(7)	5	7	(5)
Single parent	91	33	(40)	25	35	(44)
Couple with children	26	9	(9)	3	4	(8)
Other	11	4	(2)	4	6	–
Total	280	100	(100)	71	100	(100)

* Based on 785 cases tenant data file; not available for 56.1 tenants.
** Based on 127 cases from Cityhome tenant file (from move-in appl.)
*** Based on 673 cases from Cityhome tenant file.

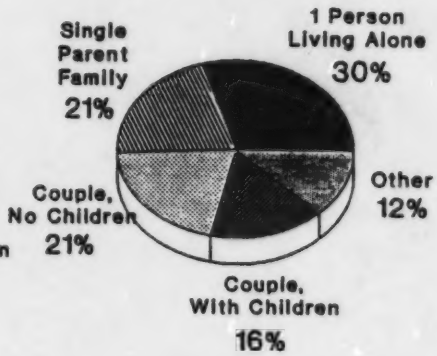
Note: Market rent and R.G.I. do not add up to "all" because cases lost when analyzed by rent status.

HOUSEHOLD TYPE
ALL RESPONDENTS

40/40/20 BUILDINGS

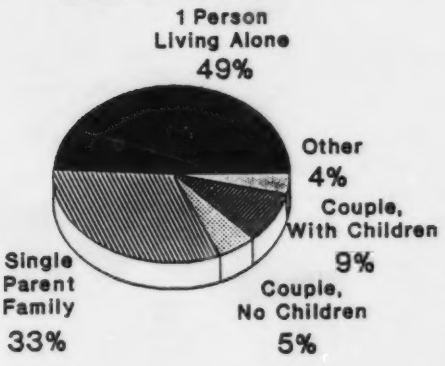


56.1 BUILDINGS

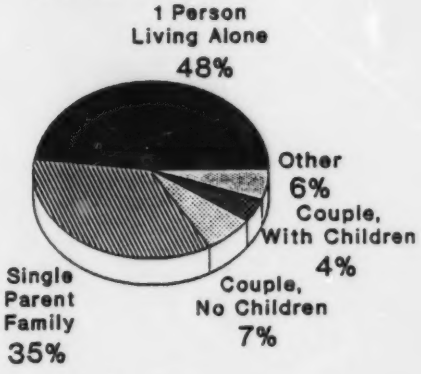


HOUSEHOLD TYPE
RENT GEARED-TO-INCOME

40/40/20 BUILDINGS



56.1 BUILDINGS



R.g.i. Tenants

Among r.g.i. tenants in both programs, single persons were the largest group, followed by single parents. An examination of the actual tenant profile showed that these two groups were more or less equal among r.g.i. tenants in both types of developments – just over 40% – and together they represent 82% of all r.g.i. tenants. A much smaller proportion of the 40/40/20 and 56.1 r.g.i. samples were represented by couples with children (9% and 4%), although the actual profile showed this group to account for 9% and 8% respectively. Childless couples and other household types accounted for around one tenth of the households in each type of development.

Market Tenants

Market tenants show more of a mix with a range of single persons, single parent families, married couples with children and childless couples. The two market samples were very similar for both 40/40/20 and 56.1 developments with single persons and childless couples accounting for just under a half of both groups, couples with children accounting for 24% and 20% respectively, single parents accounting for 17% in both programs, and other households accounting for 12% and 15% respectively. A comparison between the sample and Cityhome's tenant data base for 40/40/20 market tenants showed substantial differences between the two; however, it should be noted that the tenant data base was based on "move in" date which in some cases was as long as four years ago, and no actual data was available for the 56.1 market tenants.

3.3.8 Gender

As is shown in Table 7, there were considerably more females in both the 56.1 and 40/40/20 sample than males (70% females compared to 30% males in the 40/40/20 developments and 60% females compared to 40% males in the 56.1). A comparison of the survey results to the tenant data base showed that the sample was generally representative with regards to respondents' gender.

Among r.g.i. tenants in both programs, females predominated with 72% of respondents. Among market tenants the ratios were more similar to the population as a whole – around 63% females: 37% males in the 40/40/20 program and 59% females: 41% males in the

56.1 program.

The tendency for r.g.i. tenants to be predominantly female has been observed in other studies. This situation is mainly due to the larger numbers of single parent households which are female-led. For example, female-led single parents in the 40/40/20 Cityhome tenant data base represent 40% of all 40/40/20 tenants (Tables A6, A7). When developing and/or delivering programs, services and policies for the more targeted social housing developments, the needs of the predominantly female clientele should be kept in mind.

3.3.9 Age

The age distribution of respondents is shown on Table 8A. Tenants from the 56.1 developments were more likely to be younger than those from the 40/40/20 buildings. For example, 55% of 56.1 tenants were under 35 years compared to 33% of 40/40/20 tenants while 13% of 56.1 tenants were 55 years or older compared to 30% in the 40/40/20 developments.

This distribution was reflected in the average age (refer to Table 8B). The average age of respondents in the 40/40/20 was 45 years compared to 37 years in the 56.1 developments. The sample ages were very similar to those which were obtained from the Cityhome tenant data base.

A further analysis of the age of respondents in the two different targeting programs showed that the average ages of market and r.g.i. tenants were almost identical. For example, the average age of r.g.i. tenants was 47 years in the 40/40/20 buildings and 45 years in the 56.1 buildings. Further analysis by household type showed that the higher age among r.g.i. tenants in both types of developments was mainly attributable to the higher average age among r.g.i. tenants living alone (average age of 53 years in 40/40/20 buildings and 51 years in 56.1 buildings). By contrast, the average age of r.g.i. single parents in both types of developments was younger – around 38 years. Thus, the higher average age among 40/40/20 tenants was mainly due to the presence of larger numbers of r.g.i. households, a large proportion of whom were single persons.

Table 7: Distribution of Respondents' Gender
Program Type

	40/40/20			56.1		
	Survey		Cityhome Data Base	Survey		Cityhome Data Base
	No.	%	%	No.	%	%
Market Rent						
Male	26	37	(48)	81	41	
Female	44	63	(52)	116	59	N/A
Total	70	100	(100)	197	100	
R.G.I.						
Male	74	28	(31)	19	28	(25)
Female	188	72	(69)	49	72	(75)
Total	262	100	(100)	68	100	(100)
All Tenants						
Male	108	30	(33)	120	40	
Female	249	70	(66)	180	60	N/A
Total	357	100	(100)	300	100	

Note: Market rent and R.G.I. do not add up to "all" because cases lost when analyzed by rent status.

Table 8A: Age Distribution
40/40/20 and 56.1 Sample

Age	40/40/20			56.1	
0 – 24	15	4%	(10%)*	11	4%
25 – 34	105	29%	(27%)	155	51%
35 – 54	129	36%	(37%)	99	33%
55 – 64	60	17%	(15%)	24	8%
65+	48	13%	(11%)	15	5%
Total	357	99%	(100%)	304	101%

* Distribution for all 40/40/20 tenants from Cityhome Tenant Data Base.

Table 8B: Average Age 40/40/20 and 56.1 Sample
Market, R.G.I. and All Tenants

	40/40/20 (actual)*	56.1 (actual)*
Market	36 years (37)	35 years
R.G.I.	47 years (46)	45 years (47)
All Tenants	45 years (45)	37 years

* Average Age from Cityhome Tenant Data Base.

3.3.10 Socio-Economic Status

Education

Tenants in the 56.1 developments appear to have generally higher levels of formal education than those living in the 40/40/20 developments. In response to the question about the highest level of education completed, 56% of 56.1 tenants had completed some or all of community college or university level education compared to 35% in the 40/40/20 buildings (Table A8). By contrast, over half of the tenants (54%) in the 40/40/20 buildings had high school education or less compared to 36% of tenants in the 56.1 buildings with this level of education.

Employment Status

Table 9 indicates the employment status of 40/40/20 tenants and 56.1 tenants. There were some major differences between the two samples. For example, while 67% of 56.1 tenants were employed on a full-time basis, 37% of 40/40/20 tenants were working full-time. A major share of 40/40/20 tenants were not working because of a disability (28%) and this was much higher than the 56.1 sample where 7% were not working for this reason.

A more detailed analysis showed that market tenants in both types of programs were very similar in terms of their employment status and there were no apparent differences between the two groups. On the other hand, while the profile of r.g.i. tenants in both programs was similar in terms of employment status, there were some differences worth noting. Firstly, a higher proportion of 56.1 r.g.i. tenants were working full-time than 40/40/20 r.g.i. tenants (39% compared to 24%) and, secondly, a higher proportion of 40/40/20 r.g.i. tenants were unable to work due to a disability compared to 56.1 r.g.i. tenants (35% compared to 19%). (Statistical tests could not be run because of multiple responses.)

Table 9: Employment Status 40/40/20 and 56.1 Tenants

	40/40/20						56.1					
	Market		R.G.I.		Total		Market		R.G.I.		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Employment	63	84%	62	24%	125	37%	155	76%	27	39%	182	67%
Employed Pt.time	3	4%	35	13%	38	11%	12	6%	5	7%	17	6%
Self-employed	1	1%	8	3%	9	3%	16	8%	1	1%	17	6%
Unemployed and looking for work	2	3%	29	11%	31	9%	8	4%	7	10%	15	6%
Unemployed and not looking for work	2	3%	15	6%	17	5%	4	2%	5	7%	9	3%
Retired	5	7%	33	13%	38	11%	6	3%	9	13%	15	6%
Unable to work due to disability	2	3%	91	35%	93	28%	7	3%	13	19%	20	7%
Other	3	4%	20	7%	23	7%	5	2%	5	7%	10	3%
Total N	77*	-	286*	-	363*	-	211*	-	78*	-	289*	-

* Columns do not add up because of multiple responses.

Source of Income

The source of income reported for respondents in both types of developments was most frequently from a job or from being self-employed although this response was more frequent for 56.1 tenants (72%) than 40/40/20 tenants (40%). (See Table 10.) Income from a job or self-employment was the major source of income for approximately a third of r.g.i. tenants and close to 90% of market tenants in both types of programs.

Over a third of tenants in the 40/40/20 buildings were receiving provincial social assistance or welfare compared to 12% in the 56.1 developments. (This figure rose to over 40% among r.g.i. tenants in the 40/40/20 buildings. and 38% of r.g.i. tenants in the 56.1 program). The 40/40/20 developments also had a slightly higher proportion of tenants on government or private pensions compared to the 56.1 tenants (11% compared to 5%); most of these tenants were paying on a rent-geared-to-income basis. This reflects the higher proportion of older tenants in the 40/40/20 developments discussed earlier. In both samples, only a small proportion of tenants (3%) were on unemployment insurance or worker's compensation.

Income Distribution

(i) Survey Responses

An examination of income distribution was one of the critical aspects of this survey. One of the major study questions was to identify whether or not there were any significant differences in the income distribution between the two programs. It was hypothesized by some that even though more people were receiving subsidies in the 40/40/20 buildings, this might only reflect the higher rents in the newer buildings which meant that more people were eligible for subsidies.

Comparison of All Households

As shown in Table 11, there was a considerable difference in incomes between tenants in the two types of developments. Both the mean and the median income for 56.1 tenants was much higher than for 40/40/20 tenants.

Table 10: Major Source of Household Income

Major Source of Household Income	40/40/20						56.1					
	Market Tenants		R.G.I.		All*		Market Tenants		R.G.I.		All*	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Job or Self-employment	68	88	84	29	158	40	186	88	27	35	239	72
Interest income	1	0	6	2	8	2	0	0	3	1	6	2
Provincial social assistance	2	1	100	35	111	28	3	1	30	38	36	11
Welfare	0	0	21	7	22	6	2	1	0	0	3	1
Government Pension	3	1	38	13	43	11	6	2	10	4	18	5
Private Retirement Pension	1	0	1	0	2	1	2	1	0	0	2	1
Unemployment Insurance	0	0	7	2	7	2	3	1	2	1	5	2
Worker's Compensation, etc.	0	0	2	1	2	1	1	0	1	0	2	1
Other	2	1	27	9	46	12	8	3	5	2	20	6
Total	77	21	286	79	399	100	211	73	78	27	331	101

* All does not add up to market and r.g.i. because of cases where rent status not know.

Based on the survey, the median annual income for 56.1 tenants was $28,000 and the average $30,700 compared to a median income of $12,000 for 40/40/20 tenants and an average income of $17,000. We must caution the reader that there was a high level of non-response to this question which may have distorted the findings on incomes.

An examination of the income distribution of tenants in the two program types shows the lower incomes of tenants in the 40/40/20 developments. While 60% of tenants in the 40/40/20 had incomes of $15,000 or less, 21% of tenants in the 56.1 sample had incomes at this level. (The Cityhome tenant data base had roughly the same proportion of households earning $15,000 or less.)

A comparison of the survey results with the median incomes obtained from the analysis of the Cityhome tenant data base suggests that the incomes obtained from the survey for the 40/40/20 r.g.i. tenants were skewed downwards, that is, the r.g.i. survey sample incomes were lower than actual incomes. On the other hand, median incomes for 40/40/20 market rent tenants in the survey sample and in the Cityhome tenant data base were similar as were median incomes for 56.1 r.g.i. tenants.

Nevertheless, if one assumes that the median incomes for 40/40/20 tenants from the Cityhome tenant data of $17,900 is more accurate than the survey median income for this group, the median income for 56.1 tenants of $28,000 is still more than one and a half times the median income for 40/40/20 tenants.

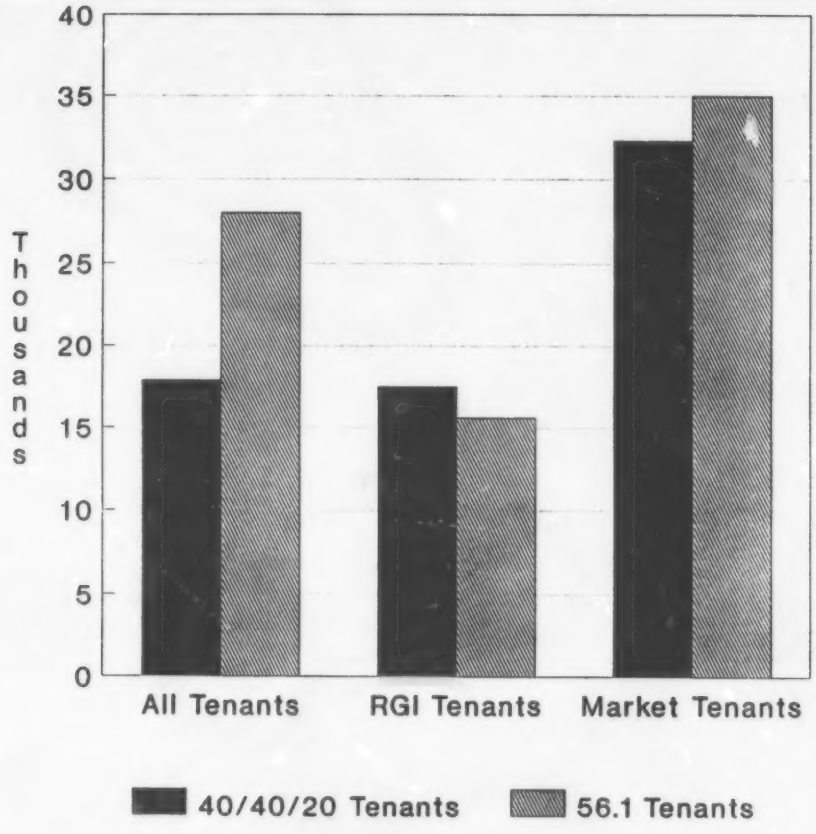
Comparison of Similar Sized Households

A comparison of median incomes for different sized households in the sample survey is shown in Table 12. Because of our concern around the non-representativeness of the 40/40/20 r.g.i. tenant incomes, we have compared the median incomes obtained from the tenant data base (a more reliable source of income) with the 56.1 incomes from the survey (using r.g.i. incomes from the tenant data base but incomes for market and all tenants from the survey).

Table 11: Distribution of Respondents' Incomes

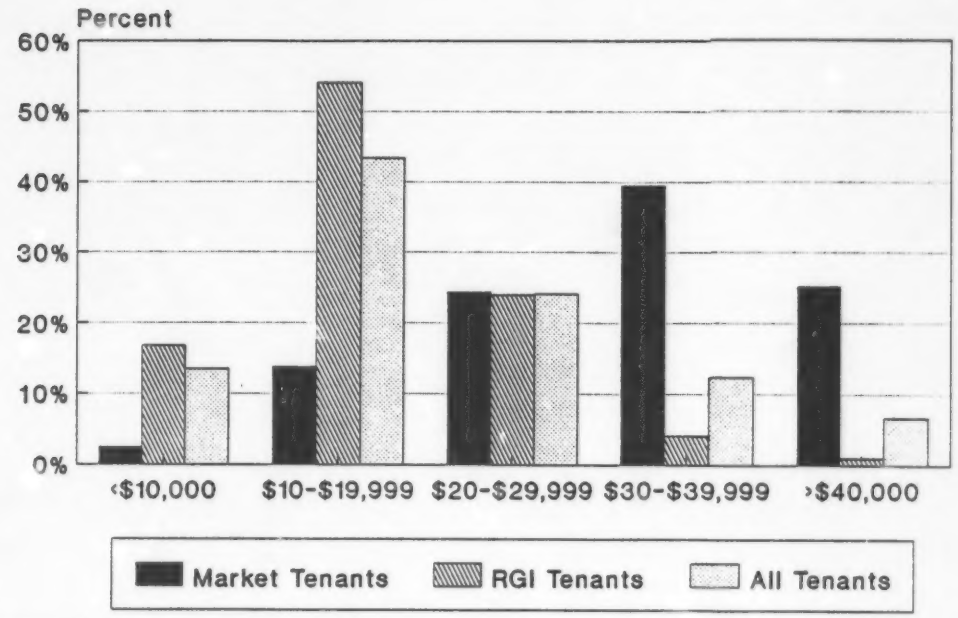
	40/40/20			56.1		
	Market	R.G.I.	Total	Market	R.G.I.	Total
<$10,000	15%	51%	42%	4%	41%	14%
10,000–14,999	0%	23%	18%	5%	15%	7%
15,000–19,999	12%	12%	12%	12%	21%	14%
20,000–24,999	6%	8%	8%	11%	5%	9%
25,000–29,999	18%	3%	7%	13%	15%	13%
30,000–34,999	12%	1%	4%	10%	0%	7%
35,000–39,999	7%	0%	2%	14%	3%	12%
40,000–44,999	4%	0%	1%	8%	0%	6%
45,000–49,999	12%	0%	3%	9%	0%	6%
50,000–54,999	4%	0%	1%	1%	0%	1%
55,000–59,999	3%	0%	1%	6%	0%	4%
$60,000+	7%	0%	2%	8%	0%	6%
	100%	98%	101%	101%	100%	99%
N	77	286	363	211	78	289
Mean	$32,952.93	$12,064.09	$17,030.66	$36,308.65	$14,904.64	$30,728.97
Median	$31,000.00	$10,000.00	$12,000.00	$35,000.00	$13,200.00	$28,000.00
Median – Cityhome Tenant Data Base	$32,300.00	$17,500.00	$17,900.00	N/A	$15,600.00	N/A

MEDIAN HOUSEHOLD INCOME for 40/40/20 and 56.1 Tenants



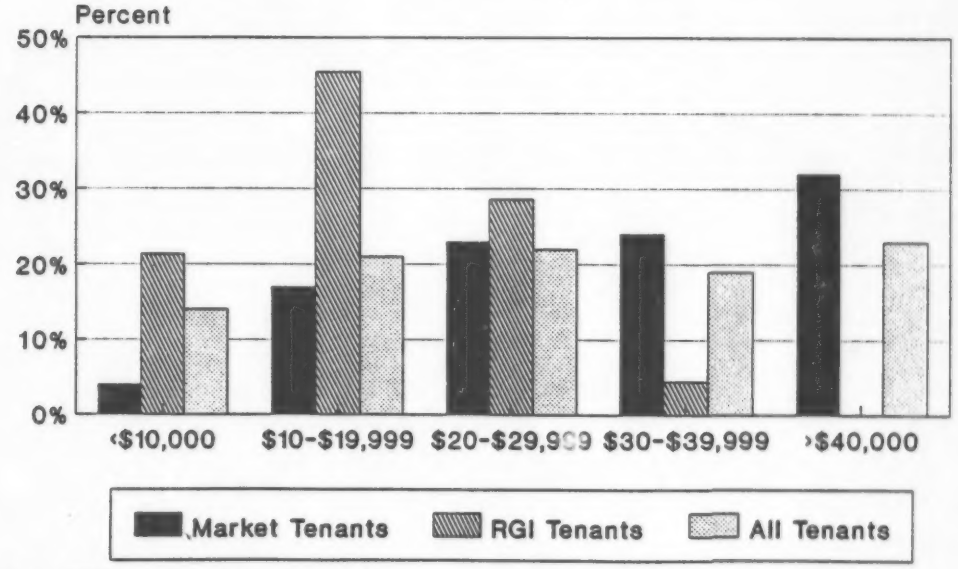
Note: 40/40/20 incomes and 56.1 RGI incomes from Cityhome tenant data base; 56.1 Market and All from Survey.

Income distribution of Cityhome Tenants 40/40/20 Program



Source: Cityhome Data Files, 1990

Income Distribution of Cityhome Tenants 56.1 Program



Source: RGI Incomes from Cityhome Data base; Market and All Incomes from Survey.

Table 12: Median Income By Household Size Based

	One Person	Two Person	Three Person	Four Person+
40/40/20				
All	$14,500	$20,500	$21,600	$20,100
R.G.I.	13,000	17,200	19,500	18,800
Market	30,500	36,700	36,100	39,400
56.1				
All	20,000*	35,000*	26,000*	36,000*
R.G.I.	10,200	18,500	22,000	21,200
Market	27,000*	40,000*	30,000*	39,000*

Note: Incomes * were derived from survey of tenants.
Remainder from Cityhome tenant data base.

The results of this comparison are shown on Table 11 and indicate that when incomes are controlled by both household size and whether or not a tenant pays market or a subsidized rent, income differences are minimal. For example, median incomes for single person 40/40/20 r.g.i. tenants and single person 56.1 r.g.i. tenants were $13,000 and $10,200 respectively while market 40/40/20 tenant incomes for single persons was $30,500 and for 56.1 tenants $27,000. For two persons households, 40/40/20 r.g.i. tenants had median incomes of $17,200 compared to $18,500 for 56.1 r.g.i. while two person 40/40/20 market tenants had median incomes of $36,700 and 56.1 two-person market tenant households had median incomes of $40,000. These patterns were repeated for larger sized households.

The foregoing discussion has demonstrated that the 40/40/20 program is more highly targeted to lower income tenants. This is due to the presence of a greater proportion of r.g.i. tenants whose incomes are similar to those of the 56.1 r.g.i. tenants when controlled by household size.

3.4 SUMMARY AND CONCLUSIONS

Respondents Representative of Population

The survey of tenants in 40/40/20 and 56.1 programs achieved a 42% response rate, generally considered to be an acceptable response rate for this type of survey. The respondents appear to be quite representative of the population of tenants surveyed in terms of a number of characteristics: whether subsidized or not, household type, gender and age. Only in the area of incomes (particularly for 40/40/20 r.g.i. tenants), does the sample seem to be not representative. Based on a comparison with data obtained from Cityhome's tenant data base, incomes obtained for market tenants in 40/40/20 buildings and r.g.i. tenants in 56.1 buildings were very similar, while incomes for 40/40/20 r.g.i. tenants were much lower than actuals. This is partially due to a large proportion of tenants not reporting incomes. (The conclusion that the sample was not representative for these groups was predicated on the premise that incomes from the Cityhome data base was accurate and up to date.)

40/40/20 Tenants Differences Mainly due to Larger Proportions of R.G.I. Tenants

One of the major questions which we sought to address in this study was whether the 40/40/20 targeting program had resulted not only in higher proportions of r.g.i. tenants but also r.g.i. tenants with different characteristics from those in the 56.1 buildings.

An examination of the profile of tenants in both the 40/40/20 and 56.1 programs has revealed significant differences between tenants although many of these differences disappeared when market and r.g.i. tenants within the programs were compared. A summary of the profiles is provided below:

- There are a higher proportion of single persons and single parents in the 40/40/20 tenants, representing almost three-quarters of all tenants (compared to a half of 56.1 tenants). These differences disappear when r.g.i. and market tenants in the two programs are compared.

- Tenants in the 40/40/20 program are more likely to be female than in the 56.1 program (70% compared to 60%). These differences also disappear when r.g.i. and market tenants in the two programs are compared.

- Tenants in the 40/40/20 program are more likely to be older. (average age of 45 years in 40/40/20 compared to 37 years in the 56.1 program). These differences disappear when r.g.i. and market tenants are compared in the two programs.

- Tenants in 40/40/20 program are generally not as well educated as those in the 56.1 program.

- A much lower proportion of tenants were working full-time in the 40/40/20 buildings compared to the 56.1 buildings, with a much higher proportion of 40/40/20 tenants being unable to work due to a disability. These differences were observed among r.g.i. tenants in the two programs.

- A higher proportion of 40/40/20 tenants received income from a job or self-employment than 56.1 tenants (40% compared to 72%); while 40/40/20 tenants were more likely to receive income from social assistance or welfare than 56.1 tenants (34% compared to 12%). However, when controlled by whether or not r.g.i. or market tenant, these differences disappeared, except that a higher proportion of 40/40/20 r.g.i. tenants were receiving a pension than 56.1 r.g.i. tenants.

From the above summary we can deduce that 40/40/20 tenants are different from 56.1 tenants but this difference is mainly due to the larger proportion of r.g.i. tenants and not to differences in the kinds of r.g.i. tenants or the profiles of r.g.i. tenants in the two different buildings.

However, as the proportion of r.g.i. tenants increases, this results in increases in other characteristics such as a higher proportion of females and a higher proportion of older (particularly single person) households.

The only difference which was still present when r.g.i. and market tenants in the two programs was controlled was that there was a higher proportion of r.g.i. tenants in the 40/40/20 program who were unable to work due to disability and a lower proportion of tenants who were working full-time.

The combination of the exacerbation of certain characteristics of the r.g.i. tenant profile in the more targeted program (e.g., more women, older average age, more single persons and single parents, more people on some form of government assistance) combined with the higher proportion of r.g.i. tenants not working due to a disability, results in a tenant profile which is very different from that found in the 56.1 program. An awareness of these differences may lead Cityhome to plan buildings, programs and services differently.

4.0 ATTITUDES AND BEHAVIORAL FINDINGS

In this section of the report, we will examine various attitudes of Cityhome tenants and certain aspects of reported behaviour as obtained through the survey and the personal interviews. Topics covered include: tenant satisfaction with their dwelling and various aspects of the dwelling, level of interaction with other tenants, neighbouring activities, perceived friendliness, participation in tenant activities, problems with other tenants, satisfaction with management, general quality of life, safety and security and views about future prospects.

In general findings are presented first for the overall 40/40/20 and 56.1 samples followed by a comparison of the results for market and r.g.i. tenants in the two samples. In some cases, more detailed analysis is undertaken to see which underlying variables might explain observed differences.

The results of the personal interviews have been included where they provided insight into the findings. As was noted earlier, however, the personal interviews were based on a limited random sample of 134 personal interviews (93 in 40/40/20 buildings and 41 in 56.1 buildings). Because of the small numbers, the responses from the personal interviews are used for their general direction only and not for statistical purposes.

4.1 Satisfaction with Current Dwelling

(i) Overall Level of Satisfaction with Dwelling

Tenants were asked generally how satisfied they were with their dwelling unit. As shown in Tables 13A and 13B, tenants in both the 40/40/20 buildings and the 56.1 buildings seem to exhibit high levels of satisfaction with their present dwelling unit. Altogether, 78% of tenants in both the 40/40/20 buildings and the 56.1 buildings were either satisfied or very satisfied with their present dwelling. Only 7% of tenants in both building types were dissatisfied or very dissatisfied. There were no statistically significant differences in the level of satisfaction between market tenants and r.g.i. tenants in either types of development.

Table 13A: Satisfaction with Present Dwelling in 40/40/20 and 56.1 Sample

	Building Type				Total	
	40/40/20		56.1			
	No.	%	No.	%	No.	%
very satisfied	126	32	74	23	200	28
satisfied	180	46	180	55	360	50
neither satisfied nor dissatisfied	53	14	48	15	101	14
dissatisfied	20	5	13	4	33	5
very dissatisfied	9	2	10	3	19	3
Total	388	99	325	100	713	100
NR	11		6		17	
N	399		331		730	

Table 13B: Satisfaction with Present Dwelling in 40/40/20 and 56.1 Sample by Rent Status

	Program Type							
	40/40/20				56.1			
	Market Tenants		R.G.I.		Market Tenants		R.G.I.	
very satisfied	16	21%	100	36%	37	18%	23	30%
satisfied	43	57%	125	45%	125	60%	34	44%
neither satisfied nor dissatisfied	7	9%	39	14%	34	16%	11	14%
dissatisfied	8	1%	10	3%	12	6%	1	1%
very dissatisfied	2	22%	6	2%	1	0%	8	11%
Total	76	100%	280	100	209	100%	77	100%

As was discussed in the literature review (Section 2.2.6), high levels of satisfaction have been observed in other studies of public housing, co-operative housing and private rental developments across Canada. These studies used different scales to measure level of satisfaction and, therefore, the results from this study are not directly comparable. The generally high levels of satisfaction in these studies, however, raise questions regarding the interpretation of responses to these types of questions. (For example, satisfaction is probably a relative term and is related to one's level of expectation; e.g., a middle income person might have a lower level of satisfaction in the same housing situation as a lower income person because they expect more.)

(ii) Satisfaction with Various Aspects of Dwelling Unit

Tenants were asked how satisfied they were with a variety of aspects of their dwelling unit. In general, levels of satisfaction were high and there were only a couple of statistically significant differences between tenants in the 56.1 developments and those in the 40/40/20 developments or between market and r.g.i. tenants. Table 14A and 14B provide a distribution of responses to the question about how satisfied tenants were with various aspects of their dwelling in both types of developments.

Table 15 provides a summary of the mean weighted responses regarding the level of satisfaction on these various items. In order to determine the weighted response, a weight of 1 was assigned to "very satisfied", a weight of 2 to "satisfied", a weight of 3 to "neither satisfied nor dissatisfied", a weight of 4 to "dissatisfied" and a weight of 5 to "very dissatisfied". Thus, the higher the mean response, the higher the level of dissatisfaction; conversely, the lower the score of the mean response, the higher the level of satisfaction.

Statistical tests of significance (i.e., ANOVA's and t-tests) were run to determine if there were differences between the two types of developments and between r.g.i and market tenants.

Table 14A: Resident Satisfaction with Aspects of Cityhome Dwelling Units 40/40/20

Aspect of Dwelling Unit	Very Satisfied		Satisfied		Neither Satisfied nor dissatisfied		Dissatisfied		Very dissatisfied	
	No.	%	No.	%	No.	%	No.	%	No.	%
state of repair of your dwelling	140	38%	169	45%	37	10%	20	5%	6	2%
size of your dwelling	143	38%	147	39%	33	9%	41	11%	13	3%
design/layout of your dwelling	132	36%	159	43%	40	11%	33	9%	8	2%
cost of renting your dwelling	143	38%	134	35%	36	10%	31	8%	34	9%
level of noise from outside (e.g., street, playground)	63	17%	128	34%	63	17%	70	19%	53	14%
level of noise from adjacent neighbours	78	21%	131	35%	52	14%	45	12%	64	17%
overall satisfaction with present dwelling	126	32%	180	46%	53	14%	20	5%	9	2%

Table 14b: Resident Satisfaction with Aspects of Cityhome Dwelling Units 56.1

Aspect of Dwelling Unit	Very Satisfied		Satisfied		Neither Satisfied nor dissatisfied		Dissatisfied		Very dissatisfied	
	No.	%	No.	%	No.	%	No.	%	No.	%
state of repair of your dwelling	104	32%	156	48%	38	12%	24	7%	3	1%
size of your dwelling	77	24%	141	44%	54	17%	38	12%	13	4%
design/layout of your dwelling	88	27%	148	46%	49	15%	25	8%	13	4%
cost of renting your dwelling	60	19%	129	40%	77	24%	38	12%	15	5%
level of noise from outside (e.g., street, playground)	31	10%	104	32%	68	21%	64	20%	54	17%
level of noise from adjacent neighbours	55	17%	128	40%	50	16%	44	14%	44	14%
overall satisfaction with present dwelling	74	23%	180	55%	48	15%	13	4%	10	3%

Table 15: Resident Satisfaction With Aspects of Cityhome Dwelling Units

Aspect of Dwelling Unit	40/40/20		56.1	
	Mean	**Standard Deviation**	**Mean**	**Standard Deviation**
state of repair of your dwelling	1.9	0.9	2.0	0.9
size of your dwelling	2.0	1.1	2.3	1.1
design/layout of your dwelling	2.0	1.0	2.2	1.0
cost of renting your dwelling	2.2	1.3	2.4	1.1
level of noise from outside (e.g. street, playground	2.8	1.3	3.0	1.3
level of noise from adjacent neighbours	2.7	1.4	2.7	1.3
overall satisfaction with present dwelling	2.0	0.9	2.1	0.9

	40/40/20	56.1
Total # of Respondents	397	329
Missing Observations	2	2

State of Repair

Eighty-three percent (83%) of 40/40/20 tenants and 80% of 56.1 tenants were satisfied or very satisfied with the state of repair of their dwelling. There were no statistically significant differences between the two types of developments. In a separate question about the type of repair their unit needed, the majority of tenants in both types of developments thought their unit needed only regular maintenance (75% of 40/40/20 tenants and 80% of 56.1 tenants gave this response.)

Size of Their Dwelling Unit

Again, a large share of tenants in both types of buildings were satisfied with the size of their dwelling unit. Seventy-seven per cent (77%) of 40/40/20 tenants and 68% of 56.1 tenants were satisfied or very satisfied with the size of their dwelling. Market tenants were more satisfied than r.g.i. tenants (statistically significant).

Cost of Renting Their Dwelling

More tenants in the 40/40/20 developments were satisfied with the costs of renting out their dwelling than in the 56.1 developments (73% compared to 59%). This difference was statistically significant. In addition, r.g.i. tenants in both types of developments were more satisfied than market tenants and this difference was statistically significant.

The Design and Layout of Their Dwelling Unit

A large share of tenants in both developments were satisfied or very satisfied with the design and layout of their dwelling unit. (79% of 40/40/20 tenants and 73% of 56.1 tenants). There were no statistically significant differences between buildings or between r.g.i. and market tenants.

Level of Noise from Outside Dwelling

Tenants in both types of buildings were less satisfied with the "level of noise from outside their dwelling unit, e.g., from street, playground, etc." than with other aspects of their dwelling. Only 56% of tenants in 40/40/20 developments and 42% of tenants in 56.1

developments were satisfied or very satisfied on this item (while more than a third of tenants in both types of developments were dissatisfied). Market tenants were less satisfied than r.g.i. tenants on this item and this was statistically significant.

Level of Noise From Adjacent Neighbours

There was a lower level of satisfaction on this item compared to other items in both 40/40/20 and 56.1 developments. (56% of 40/40/20 tenants and 57% of 56.1 tenants were satisfied or very satisfied.) There were no statistically significant differences between the two types of developments or between market and r.g.i. tenants.

Summary of Level of Satisfaction

This discussion has shown that tenants are generally satisfied with their dwelling unit and various aspects of it. There were no significant differences between tenants in the two different types of developments. The major area of concern to tenants in both 40/40/20 and 56.1 developments was noise from outside and from adjacent neighbours; however, levels of dissatisfaction were similar in both 40/40/20 and 56.1 developments.

4.2 Attitudes Towards and Involvement with Other Tenants

This section of the questionnaire was designed to obtain information on the level of and nature of interaction among tenants and neighbouring activities.

(i) Tenants' Perception of the Friendliness of the Building

Survey

A majority of tenants believed their building was friendly or very friendly (see Table 16). There was no statistically significant difference between the rating of the friendliness of the building by 56.1 tenants or 40/40/02 tenants. Approximately 60% of 40/40/20 tenants and 66% of 56.1 rated the building as friendly or very friendly.

Table 16: Friendliness of the development

	Building Type				Total	
	40/40/20		56.1			
	No.	%	No.	%	No.	%
very friendly	43	11	29	9	72	10
friendly	190	49	186	57	376	53
neither friendly nor unfriendly	135	35	100	31	235	33
unfriendly	14	4	8	2	22	3
very unfriendly	7	2	2	1	9	1
Total	389	101	325	100	714	100
NR	10		6		16	
N	399		331		730	

Personal Interviews

Similar findings to the survey were obtained in the personal interviews in which the majority of tenants (63%) thought their building was friendly. In the personal interviews, we were able to probe why people found their building to be friendly. Many thought it was friendly simply because neighbours "are pleasant," or say hello, or are willing to have a conversation in the laundry room or elevator. This attitude was more prevalent among 56.1 than 40/40/20 respondents. Others found their building to be friendly because: they found the staff friendly, and that "set the tone for the building"; "there are children and families in the project" or they "liked the mix of types of residents".

A number of subsidized respondents, particularly from 40/40/20 projects, found their building friendly because they were able to make friends with other residents, rather than just make acquaintances.

A few respondents thought their building was friendly, but that they preferred to keep to themselves or that there were people they wanted to avoid (such as those they considered unpleasant). Others who had mixed feelings felt most people in the project were cold. Some respondents felt people might be friendly, but there was no opportunity for people to interact, and as a result everyone in the building was quite separate.

Only a small minority (14%) of respondents found their building unfriendly. These tenants were more likely to isolate themselves, or to feel isolated, from the other residents.

(ii) Levels of Interaction

Survey

The levels of interaction with other people living in the building were almost identical in both types of developments. Approximately a quarter of tenants in both buildings socialized with people who lived in their development (visited with, went for a coffee, had conversations in the lobby or playground, etc.) at least once a week and 22% of tenants in both programs socialized at least once a month (see Table 17). Half of the tenants in both groups rarely socialized with other tenants.

Table 17: Social Interactions Within Development

	Building Type				Total	
	40/40/20		56.1			
	No.	%	No.	%	No.	%
at least once per week	97	24	82	25	179	25
at least once per month	83	22	69	22	152	22
rarely socialize with other tenants	202	53	170	53	372	53
Total	382	99	321	100	703	100
NR	17		10		27	
N	399		331		730	

Personal Interviews

The personal interviews found evidence of the same level of interaction with other tenants. Just over half of those interviewed (56%) in both 56.1 and 40/40/20 developments said they spent time with other people in their development. In the 40/40/20 projects, r.g.i. residents were more likely than market residents to socialize with other tenants.

Of those who said they did socialize, the type and frequency of interaction was similar. About one–third of these respondents said they engaged in casual conversations with other tenants in common areas of the building, such as the elevators, the laundry room, or, for a few respondents, at tenant association meetings. Just under half said they socialized once in a while with a few friends, including visiting each other's apartments. Around 15% said they visited frequently with neighbours.

The most common reason for not socializing among market tenants in both 56.1 and 40/40/20 projects was that they were too busy and did not have time. This reason was reported less than half as often among subsidized tenants. Residents paying market rent also were somewhat more likely to say they had their own circle of friends, or did not want to get involved with people in the building.

The most common reason given by subsidized residents for not socializing was that they were private people, and did not encourage interaction. Other respondents said that they moved in too recently or had not had the chance to meet other residents, or found that other residents tended to keep to themselves.

(iii) Whether or not Market and R.G.I. Tenants Mix

The personal interviews were used to obtain information on whether or not tenant who were paying market rents and those whose rents were subsidized mixed. A substantial proportion of respondents (43%) felt that those paying market rent and those paying on a rent–geared–to–income basis mixed or socialized together. Nineteen percent thought they didn't mix, and 38% didn't know, were not sure, or gave a qualified response. The distribution of responses from 56.1 and 40/40/20 projects were similar.

R.g.i. residents in 40/40/20 projects were more likely to respond that market and subsidized residents mixed or socialized together. Market rent residents in 40/40/20 projects were the least likely.

While many people felt that, based on their own personal experience, market and r.g.i. tenants mixed, a more common response was that whether people mixed or socialized depended upon the individuals involved, and not what rent they paid. As one person noted, "people judge each other as people." Another tenant said "people are good or bad: it doesn't depend on income." This view was more often expressed by residents from 40/40/20 projects than those from 56.1 projects, and more often by subsidized respondents than from those paying market rent.

(iv) Neighbouring Activities

The mail-out questionnaire asked respondents to indicate various ways they helped their neighbours (Table 18). The majority of tenants in both 40/40/20 and 56.1 developments said that they would not ask their neighbours for help (55% in 40/40/20 developments and 61% in 56.1 developments). Only a minority would turn to their neighbours for various types of assistance. This is probably more a reflection of modern urban living, particularly in higher density residential developments, than of Cityhome tenants.

The most frequent type of assistance provided by tenants was to look after the dwelling of a neighbour (24% of 40/40/20 and 22% of 56.1). A similar proportion of tenants (20% of 40/40/20 and 18% of 56.1) borrowed things from one another. The 40/40/20 tenants were somewhat more likely to offer advice on personal matters than 56.1 tenants (17% compared to 10% respectively); however, due to this being a multiple response type of question, statistical tests were not run to see if this difference was significant. A smaller minority of tenants help one another fix things or provide assistance to their neighbours in other ways.

Table 18: Interactions of Responding Resident With Other Residents Without The Cityhome Development

Social Activity	40/40/20		56.1	
	No.	%	No.	%
borrow from neighbours	66	19.8%	53	18.3%
looks after dwelling when I am away	80	24.0%	64	22.1%
babysitting	46	13.8%	26	9.0%
repairing or fixing things	23	6.9%	20	6.9%
offers advice on personal matters	56	16.8%	30	10.3%
other ways neighbours help	18	5.4%	16	5.5%
not applicable (would not ask my neighbours for help)	183	54.8%	176	60.7%

Note: Residents may have given more than one response for this question.

(v) Opinion About Living in a Mixed Community

Through the personal interviews, we probed how tenants felt about living in a mixed income community. Many respondents felt positive about living in a mixed community composed of residents with different incomes, different family sizes, and different needs (41%). Of the remaining respondents, 24% had mixed emotions, 24% gave a neutral response, and only 8% provided a response which could be categorized as negative. There was little difference between the responses from residents in the 56.1 program and the 40/40/20 program.

The most common reason for respondents expressing positive feelings was that tenants felt the policy of social mixing was a good idea. Responses included the opinion that mixing was better than "ghettoizing (sic) the poor" and that "we're all people, we all have to live together." No market-rent respondents from 40/40/20 projects expressed these opinions.

Some respondents felt the mix helped their building function better. One respondent felt "this building is not deteriorating like some subsidized housing." Also, some respondents felt living in a mixed community was more interesting or enjoyable than a more homogenous one. This second view was somewhat more common among subsidized than market-rent residents.

Subsidized tenants felt that living in a mixed community meant low-income people were not "stereotyped" and that they were judged as people rather than whether or not they were subsidized.

Many respondents (both market and r.g.i.) qualified their support for the mixed community, saying that the proportion of subsidized residents was too high. For example, one tenant said "people here help each other out, but too many people with problems in one building undermines the mix."

Another qualification regarded the presence in the building of other tenants they classed as "undesirable", "unfriendly" or "irresponsible" tenants. For example, one tenant thought "Cityhome should push out bad tenants, otherwise good tenants will get pushed out."

Other people supported the idea of a mixed community, but felt it could only be successful if: thicker walls allowed more privacy; management was more responsive to tenant concerns; or similar tenants were grouped together in projects.

A number of respondents expressed a relatively neutral reaction to living in a mixed community. Many of these said it "didn't bother" them, or that it was "no problem." A few said the mix reflected the mix of society or that it was no different than living anywhere else.

Only a few people were hostile to living in a mixed community, particularly market-rent residents in 40/40/20 buildings. Most of these responses concerned some of the types of tenants in the building. For example, one tenant said the mix was not to her preference and that people were "better tenants in upscale buildings." Others were worried that high numbers of subsidized tenants would result in higher levels of crime or downgrading of the building.

(vi) Problems with Other Tenants

Survey

Tenants were asked whether or not there were people in their development with whom they had problems. The responses were similar in the two types of buildings with around a third of tenants in both buildings responding that they had problems with other tenants (Table 19). Respondents in the 40/40/20 buildings were more likely to indicate a problem due to disruptive behaviour (59% f those who had a problem with other tenants in the 40/40/20 program compared to 40% in the 56.1 program) and were more likely to have experienced aggressive and/or threatening behaviour (36% of those who a problem in 40/40/20 buildings compared to 23% in 56.1 buildings). Because of multiple responses to this question, we were unable to run tests of statistical significance for this response.

Table 19: Problems Residents Have With Other Cityhome Tenants

Type of Problem	40/40/20		56.1	
	No.	%	No.	%
too noisy	79	57.7%	52	54.2%
disruptive behaviour	81	59.1%	38	39.6%
their visitors cause problems	43	31.4%	28	29.2%
inconsiderate	78	56.9%	52	54.2%
don't control their children	69	50.4%	56	58.3%
aggressive and/or threatening	49	35.8%	22	22.9%

Note: Residents may have given more than one response for this question.

	40/40/20	56.1
# of residents responding to this question	138	96
Missing observations	261	235

In response to the open-ended question at the end of the questionnaire, a substantial number of tenants (61) mentioned that they would like a change in Cityhome policies. The most frequently mentioned change was that there should be better screening of potential tenants, better investigation of those tenants who contravened Cityhome policies and a willingness to evict some tenants. Some tenants also criticized the mix of tenants because they perceived there to be too high a proportion of ex-psychiatric or r.g.i. tenants. Tenants from 40/40/20 buildings were more likely to be concerned about screening tenants and about the tenant mix.

Personal Interviews

Similar to the mail-out survey, close to a third of both groups of tenants interviewed groups had problems with other tenants.

The groups most often identified as being a problem were children, teenagers and tenants with undesirable traits. Those included in this last group were said to: drink too much; use drugs; be too noisy; behave in an anti-social way such as being rude or leaving a mess in common areas; or, have psychiatric problems. The majority of concerns among 40/40/20 tenants was with unruly kids, disruptive teenagers and other people who exhibited some type of anti-social or threatening behaviour while 56.1 tenants were more concerned with noisy neighbours.

Children

Children could best be described as being an irritant to a number of tenants. Respondents complained of them being noisy and uncontrolled. Most of the complaints about children concerned them making too much noise either in the building or outside, and "running unsupervised in the halls." Some saw the problem as being the product of too many children in the development, or of parents not being responsible for their children, and thereby being inconsiderate to other tenants.

Suggestions for resolving these problems included: providing supervision or services for the play area; providing a nearby community centre; keeping children concentrated in one area of the building; counselling parents on being considerate; and screening potential tenants better.

Teenagers

A number of respondents were concerned about the behaviour of some teenagers in the development, particularly at the Bathurst Quay projects. Teenagers were described as being noisy, loitering in common areas of the building, drinking in the stairwells, using drugs, and at Bathurst Quay, as being involved in petty crime, vandalism, and threatening or abusive behaviour. Most teenagers were thought to be from the project, except at Bathurst Quay, where they were both from the project and the other buildings in the area.

Suggestions for resolving these problems include: providing a recreation building (at Bathurst Quay in particular); management being more serious about addressing problems, including contacting parents of problem teens; screening tenants better; or reducing the proportion of subsidized tenants.

Difficult Tenants

Some respondents identified an assortment of difficult tenants including those who drank too much; were aggressive and/or threatening; noisy and inconsiderate tenants including, those who did not look after common areas of the building; and, tenants who "don't look after themselves very well." Finally, only a small minority – two respondents – expressed concern about ex–psychiatric patients in their project.

Suggestions for solving these problems included better screening of tenants and a willingness to evict some tenants, particularly those who use drugs. Reducing the proportion of subsidized tenants in the project was also mentioned by some respondents in 40/40/20 projects. A more active role for Cityhome management was mentioned by some.

(vi) Tenant Activities

The vast majority of tenants in both buildings – 77% of tenant in 40/40/20 and 88% of the 56.1 respondents – do not participate in tenant activities (see Table 20). Close to a fifth of all 40/40/20 respondents said they attended tenant meetings (compared to only 6% of 56.1 tenants). Approximately 5% of tenants in both types of programs said they

attended recreational activities, such as picnics, etc. Only a handful of tenants said they assist in property management.

4.3 Quality of Life and Satisfaction with Services and Facilities

(i) Overall Quality of Life

In the mail-out survey, tenants were asked to rate the general quality of life in their Cityhome development. As with the general level of satisfaction, the majority of tenants (three quarters) rated the quality of life as very good or good (see Table 21). There was not a statistically significant difference in the level of rating between 40/40/20 tenants and 56.1 tenants or between r.g.i. and market tenants.

(ii) Satisfaction with Services and Facilities in Cityhome Development

Respondents were also asked how satisfied they were with a variety of services and facilities in their development including open space (courtyards, grassed areas), meeting rooms, play space for children, programs and recreational facilities for teenagers, laundry room, and the parking and/or garage (see Table 22).

Open Space

The item which elicited the highest positive rating in the survey was the open space provided in the development – 70% of 40/40/20 and 71% of 56.1 tenants said they were very satisfied or satisfied with this item.

Table 20: Tenant Activities

	Building Type				Total	
	40/40/20		56.1			
Do you participate in tenant activities	No.	%	No.	%	No.	%
yes	92	23	41	12	133	18
no	307	77	290	88	597	82
Total	399	100	331	100	730	100
Tenant Activities*						
attend tenant meetings	77	85	22	55	99	76
attend recreational activities	19	21	13	33	32	24
assist in property management	9	10	2	5	11	8
help organize meetings, children's events, etc.	11	12	1	3	12	9
other activities	14	15	7	18	21	16
Total N	91		40		131	

* Respondents may have given more then one response.

Table 21: Rating of Quality of life in Cityhome Development

	Building Type				Total	
	40/40/20		56.1			
	No.	%	No.	%	No.	%
very good	89	23	68	21	157	22
good	212	54	180	55	392	55
neither good nor poor (indifferent)	59	15	66	20	125	17
poor	26	7	8	2	34	5
very poor	7	2	4	1	11	2
Total	393	101	326	99	719	101
NR	6		5		11	
Total N	399		331		730	

Table 22: Tenants Satisfaction with Programs and Services

	Building Type				Total	
	40/40/20		56.1			
Open Space (courtyards, grassed areas, etc.)						
very satisfied	101	25%	56	17%	157	22%
satisfied	179	45%	146	44%	325	45%
neither satisfied nor dissatisfied	48	12%	54	16%	102	14%
dissatisfied	27	7%	36	11%	63	9%
very dissatisfied	13	3%	14	4%	27	4%
missing or not applicable	31	8%	25	8%	56	8%
Total	399	100%	331	100%	730	100%
Meeting Rooms						
very satisfied	33	8%	16	5%	49	7%
satisfied	120	30%	49	15%	169	23%
neither satisfied nor dissatisfied	97	24%	108	33%	205	28%
dissatisfied	26	7%	32	10%	58	8%
very dissatisfied	7	2%	24	7%	31	4%
missing or not applicable	116	29%	102	31%	218	30%
Total	399	100%	331	100%	730	100%
Play Space for Children						
very satisfied	52	13%	35	11%	87	12%
satisfied	102	26%	84	25%	186	25%
neither satisfied nor dissatisfied	75	19%	77	23%	152	21%
dissatisfied	47	12%	48	15%	95	13%
very dissatisfied	20	5%	29	9%	49	7%
missing or nor applicable	103	26%	58	18%	161	22%
Total	399	100%	331	100%	730	100%
Programs and Recreational Facilities for Teenagers						
very satisfied	9	2%	10	3%	19	3%
satisfied	50	13%	21	6%	71	10%
neither satisfied nor dissatisfied	102	26%	110	33%	212	29%
dissatisfied	46	11%	42	13%	88	12%
very dissatisfied	30	8%	38	11%	68	9%
missing or not applicable	162	40%	110	33%	272	37%
Total	399	100%	331	100%	399	100%

Table 22: Tenants Satisfaction with Programs and Services
(continued)

	Building Type				Total	
	40/40/20		56.1			
Laundry Rooms						
very satisfied	119	30%	61	18%	180	25%
satisfied	155	39%	166	50%	321	44%
neither satisfied nor dissatisfied	30	8%	26	8%	56	8%
dissatisfied	44	11%	47	14%	91	12%
very dissatisfied	24	6%	16	5%	40	5%
missing or not applicable	27	7%	15	5%	42	6%
Total	399	100%	331	100%	730	100%
Parking						
very satisfied	53	13%	37	11%	90	12%
satisfied	101	25%	101	31%	202	28%
neither satisfied nor dissatisfied	68	17%	59	18%	127	17%
dissatisfied	19	5%	34	10%	53	7%
very dissatisfied	19	5%	32	10%	51	7%
missing or not applicable	139	35%	68	21%	207	28%
Total	399	100%	331	100%	730	100%

Children's Facilities

Survey

Tenants in both 40/40/20 and 56.1 in the mail-out survey had the highest level of dissatisfaction for the play space provided for children. While only 39% of tenants in 40/40/20 and 36% of tenants in 56.1 developments were very satisfied or satisfied with this item, 17% of 40/40/20 tenants and 24% of 56.1 tenants were dissatisfied or very dissatisfied with the play space provided for children.

Personal Interviews

This concern around the adequacy of play space for children also came through in the personal interviews. Fifty percent of those interviewed felt current facilities and programs for children were not adequate, while 20% felt they were, and 30% didn't know or had no opinion. There was no difference in the proportion of respondents from 56.1 projects and 40/40/20 projects who thought programs and facilities for children were inadequate.

The most common suggestion was for a better or larger play area. There was particular interest in more equipment in existing play grounds. Another common suggestion was for an indoor play area, especially for the winter months. Some wanted this space to be supervised. Others wanted an organized playtime, trips and activities, organized activities such as Brownies or educational programs. A few wanted daycare to be provided in the building. Other suggestions include providing a community centre, starting a block parent scheme, and "restructuring the building around the needs of children" by grouping families in only one area of the building.

A number of respondents suggested that more needs to be done to keep children out of the hall or out of trouble without specifying what this should entail. A few suggested simply that more could be done without providing details.

Programs and Facilities for Teenagers

Survey

Similarly, there was a low level of satisfaction recorded among tenants from both 40/40/20 and 56.1 buildings with programs and recreational facilities for teenagers. Only 15% of 40/40/20 and 9% of 56.1 tenants were very satisfied or satisfied with programs and facilities for teenagers while 20% and 24% respectively were dissatisfied or very dissatisfied respectively.

Personal Interviews

Again, the personal interviews elicited concern about programs and facilities for teenagers. Ten percent thought current facilities and programs were adequate, 46% thought they were not, and 43% expressed no opinion.

Many saw the teenagers living in or near their building as a source of problems and viewed programs and facilities as an important step in solving these problems. Others saw programs and facilities as a source of enrichment or developing a sense of community for teenagers.

A community centre was the solution most often identified. The community centre was seen as a focus for teens, and a place for them to find something productive to do. The feeling was that this would be the only real alternative to having teenagers just "hanging out". Others perceived that the same role could be played by either organized activities for teenagers or a recreation room in the building. A couple of respondents felt programs that "push for them educationally" should be offered.

Other suggestions included the need for a block parent scheme and starting a drug awareness program.

Meeting Rooms
Survey

Tenants in the 40/40/20 buildings had a higher level of satisfaction with the meetings rooms in their development compared to 56.1 tenants (38% compared to 20% respectively) and this was statistically significant.

Parking
Survey

Tenants in the 56.1 buildings were more dissatisfied with their parking facilities than tenants in the 40/40/20 buildings (20% of 56.1 tenants were dissatisfied or very dissatisfied compared to 10% of 40/40/20 tenants) and these differences were statistically significant.

Programs and Facilities for Other Residents

Personal Interviews

Tenants were asked if there were other groups for whom services and programs should be provided. Forty-six percent of respondents felt there were other groups in addition to children and teenagers who required programs or facilities, while 28% did not, and 26% expressed no opinion.

Fifty-one percent of 40/40/20 project residents thought there were other groups requiring programs or facilities, while 34% of 56.1 residents felt the same.

The elderly were most often cited as requiring additional services or facilities. Also often cited were other adults with special needs, such as the handicapped, ex-psychiatric patients and the mentally handicapped, residents in ill health, and alcohol abusers. Respondents felt the elderly and people who spend all day in the building would like to have social events, and regular opportunities to get together, for example to play cards.

Many felt the goal was simply to allow these people the chance to get to know each other. In the same spirit, some respondents felt a recreation or common room, where

events like this would take place, could also be used for a social club for all residents. Suggestions for programming included a regular coffee or social club, regularly scheduled parties, educational group meetings on special themes, an exercise program, a regular "supper club" for ex--psychiatric patients to increase cooking skills and encourage mutual support, and, activities for singles. Some suggested this room or another room could be used by families with children for supervised play, communal baby-sitting, or simply a chance for parents in the building to get to know each other.

For the special needs groups (ex-psychiatric patients, those in ill health, physically handicapped), there were suggestions for providing support services, such as regularly checking up on, and assisting, these residents, including visits by social workers or doctors. Programs were also suggested to teach living skills, "responsibility" and literacy.

A number of residents at Bathurst Quay noted special requirements, including shopping, a restaurant, a community centre and a library.

(iii) Sense of Belonging with Neighbourhood

Through the personal interviews, we were able to probe whether or not tenants had a "sense of belonging with the surrounding neighbourhood". About two-thirds of respondents said they felt a sense of belonging with the surrounding neighbourhood. About one-quarter said they did not, and the rest were not sure. There was relatively little difference in the response between residents in 56.1 and 40/40/20 projects, or between market-rent and subsidized residents.

Respondents had different explanations for why they felt a sense of belonging. One frequent explanation was that they felt a familiarity or recognition of the area around their home. Others gave a further explanation, such as the respondent who said "I've lived in this area for five years, so I know the shopkeepers by name. It's like being in a small community even though it's downtown." Another frequent explanation was that the people in the area gave them a sense of belonging. Some said their sense of belonging was the result of feeling safe or comfortable in the neighbourhood, or that the neighbourhood had desired conveniences.

Others related their sense of belonging to the Cityhome project itself or as one respondent said, it is as a product of "the way Cityhome takes care of things". Others linked their sense of belonging to feeling comfortable on the floor where they lived.

About a quarter of respondents said they did not have a sense of belonging with the surrounding neighbourhood. The most frequent explanation, and one that was twice as common in 40/40/20 projects as in 56.1, was that respondents felt some alienation from the surrounding neighbourhood, or identified some deficiency in the surrounding area (e.g., lack of community spirit downtown, no neighbourhood at Bathurst Quay, presence of commercial areas, etc.) Others stated that it was the people in the neighbourhood that prevented them from feeling a sense of belonging. One respondent summed this view up by saying she does not mix with people who are not "her cup of tea". Others felt ignored by residents in the surrounding neighbourhood, such as one who said the people from the surrounding area "don't take the time to be friendly."

4.4 Satisfaction with Management of the Development

Survey

In this section of the questionnaire, tenants were asked how satisfied they were with Cityhome management overall and with various aspects of the building's management (Table 23). As with the general level of satisfaction with their dwelling unit, tenants exhibit a high degree of satisfaction with the management of their building. Over three quarters of tenants in each building type were very satisfied or satisfied with the management of their development (78% in the 40/40/20 buildings and 77% in the 56.1 buildings).

A detailed listing of the responses to a variety of different aspects relating to management are shown in Table 23. The analysis showed little difference in the responses between the two programs. The responses indicated a high level of satisfaction for such items as maintenance of grounds and common areas and repairs to units (89% in both programs satisfied or very satisfied) and repairs to units (79% of 40/40/20 and 77% of 56.1 tenants were satisfied or very satisfied).

Table 23: Tenant Satisfaction with Various Aspects of Management

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	(N)
Maintenance of Common Grounds							
40/40/20	45%	44%	7%	2%	1%	100%	378
56.1	45%	44%	6%	4%	1%	100%	315
Repaires to Units							
40/40/20	32%	47%	11%	7%	3%	100%	365
56.1	34%	44%	14%	7%	1%	100%	309
Security							
40/40/20	25%	38%	18%	12%	7%	100%	364
56.1	24%	40%	21%	10%	5%	100%	309
Advice Regarding Social & Community Services							
40/40/20	15%	27%	44%	10%	4%	100%	260
56.1	10%	21%	58%	6%	5%	100%	238
Timeliness of Handling Requests							
40/40/20	32%	40%	18%	7%	4%	100%	340
56.1	26%	44%	18%	11%	2%	100%	296
Service Provided by Property Manager							
40/40/20	28%	44%	18%	7%	4%	100%	324
56.1	21%	39%	28%	7%	5%	100%	280

Tenant Satisfaction with Various Aspects of Management (Cont'd)

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	(N)
Assistance from Tenant Relations Officers							
40/40/20	17%	35%	40%	4%	4%	100%	245
56.1	12%	27%	52%	4%	5%	100%	222
Tenant Involvement In Management							
40/40/20	12%	32%	43%	9%	4%	100%	239
56.1	6%	25%	57%	8%	4%	100%	225
Response to Tenants Questions and Enquiries							
40/40/20	22%	48%	21%	6%	2%	100%	297
56.1	15%	43%	28%	11%	3%	100%	269
Information Concerning Cityhome Policies							
40/40/20	19%	43%	24%	9%	5%	100%	267
56.1	16%	40%	32%	8%	4%	100%	251
Overall Satisfaction with Management of Development							
40/40/20	29%	50%	13%	6%	2%	100%	391
56.1	23%	55%	18%	3%	0%	100%	328

Note: N for 40/40/20 = 399
N for 56.1 = 331

Services provided by the property manager also had a high rating with 72% of 40/40/20 and 60% of 56.1 tenants saying they were very satisfied or satisfied (differences were not significant). Seventy-two percent of 40/40/20 tenants and 70% of 56.1 tenants were satisfied or very satisfied with the "timeliness of handling requests" and 70% of 40/40/20 tenants and 58% of 56.1 tenants were satisfied with Cityhome's response to tenants questions and enquiries.

Other areas had lower levels of respondents saying they were satisfied or very satisfied but higher levels of those who were neither satisfied or dissatisfied or didn't respond; none of these areas had more than 10% of tenants who were dissatisfied or very dissatisfied. For example, 42% of 40/40/20 tenants and 31% of 56.1 tenants were satisfied or very satisfied with advice regarding social and community services and 52% of 40/40/20 tenants and 39% of 56.1 tenants were satisfied or very satisfied with tenant relations officers. Forty-four per cent (44%) of 40/40/20 tenants and 31% of 56.1 tenants were satisfied with tenant involvement in management. Finally, 62% of 40/40/20 tenants and 56% of 56.1 tenants were satisfied or very satisfied with information concerning Cityhome's policies and procedures.

R.g.i. tenants were significantly more likely to have been satisfied with assistance from tenant relations officers than market tenants (which makes sense since these tenants would have more than likely have had more experience with them than other tenants).

The highest level of negative responses were recorded for the provision of security against crime and vandalism – 19% of 40/40/20 tenants and 15% of 56.1 tenants were either dissatisfied or very dissatisfied with this item. There is, however, not a significant difference in these levels of negative responses between programs. Market tenants are more likely to be dissatisfied than r.g.i. tenants.

Personal Interviews

Most of the tenants who were interviewed said they were satisfied with the way their building was run. Eleven percent said they were not, while 7% said they had mixed feelings. Dissatisfaction ranged from a high of 21% of market-rent residents in 56.1 projects, to a low of 9% of subsidized residents in 40/40/20 projects.

The most frequently mentioned reason for feeling satisfied was satisfaction with the building staff. Some were impressed with their efficiency, some with the cleanliness of their building, and some with the friendliness of the staff. Also mentioned often was satisfaction with management in general. Some respondents found them considerate, obliging and helpful. Others were satisfied simply because they "did their job". A few respondents reported satisfaction with the building itself, such as with their apartment or with the gardens.

A number of respondents said they were generally satisfied, but still had some reservations. There were some minor complaints about staff, in particular a desire for improved maintenance, including long term maintenance, for more tenant involvement in management, and for making building staff easier to contact.

Those who were either dissatisfied with, or had mixed emotions about, the general management of their building reported a variety of reasons. Some did not like the "mentality" of management, finding them unresponsive, uninterested, or unavailable. Some were unhappy with the property manager in particular, but satisfied with the superintendent. Others were dissatisfied solely with building staff.

Other reasons reported include: repairs were not being done because of too few building staff, staff turnover was too high, and there had been a decrease in the quality of building care.

Property Manager

Tenants were asked if they found the property manager helpful in dealing with their request and enquiries. Just under a half found the property manager helpful. Some said the property manager was "very quick to respond" or "helps willingly." Others were satisfied simply because the property manager was friendly, "does his job" or did what was requested eventually.

The 22% of respondents who did not find the property manager helpful in dealing with their requests and enquiries gave a number of explanations. A common complaint was that the property manager was difficult to "get a hold of" or was unresponsive to complaints and tenants' concerns.

The 29% of respondents who gave no opinion said either that they had not had any reason to call the property manager, or that they always went to the superintendent when they had problems.

Dealings with Other Cityhome Staff

Over two-thirds of respondents said they had dealings with Cityhome staff other than the property manager and building staff. A few respondents said they had dealings with the district manager. Some found the district manager helpful while others complained of unresponsiveness or aloofness. Similarly, tenants had mixed responses to office staff with comments ranging from "everyone has a smile" or (there was) "never a problem that wasn't resolved" to staff being rude, unresponsive, condescending and so on.

Tenant Services and Tenant Relations

Almost all respondents were satisfied with tenant services, saying that they were helpful and responsive in either a request for an apartment transfer or solving a rent problem. The respondents who found them unhelpful were dissatisfied about the wait for an apartment transfer.

4.5 Safety and Security

Survey

Tenants were asked whether they or their family were concerned about dangers in their building or development from an assortment of dangers. As shown on Table 24, a surprisingly high proportion of tenants in both building types seem to feel uneasy about a wide range of items. This may reflect concerns which are felt city-wide among tenants living in the City of Toronto due to rising crime rates; however, we did not have access to comparative data during the course of this study.

Table 24
% RESPONDENTS CONCERED ABOUT DANGERS
FROM VARIOUS SOURCES

	40/40/20			56.1		
	Market	RGI	Total	Market	RGI	Total
Drug-related	54%	53%	53%	33%	45%	36%
Alcohol-related	41%	48%	46%	28%	39%	31%
Verbal Assault	40%	39%	40%	25%	36%	28%
Physical Assault	42%	39%	40%	28%	36%	30%
Sexual Harrassment	34%	36%	35%	21%	34%	24%
Family Violence	39%	33%	34%	26%	28%	27%
Vandalism	57%	54%	54%	48%	47%	48%
Racial Problems	34%	27%	28%	15%	27%	18%
Pet/Animal Control	45%	32%	35%	39%	39%	39%
Building Security	46%	41%	42%	46%	50%	47%
Youths/Teens	44%	36%	38%	34%	38%	35%
Loitering of Residents	38%	35%	36%	33%	29%	32%
Loitering of People from Outside	54%	47%	48%	41%	43%	41%

While there were a number of items where tenants in both types of developments expressed a similar level of concern, tenants in 40/40/20 seemed to generally have higher levels of concern than those in 56.1 buildings. For example, over half of 40/40/20 tenants said they were concerned about drug-related dangers (53% of 40/40/20 tenants compared to 36% of 56.1 tenants); 54% of 40/40/20 tenants and 48% of 56.1 tenants were concerned about vandalism; 46% of 40/40/20 tenants were concerned about alcohol-related dangers compared to 31% of 56.1 tenants; 35% of 40/40/20 tenants were concerned about dangers related to sexual assault compared to 24% of 56.1 tenants; 48% of 40/40/20 tenants concerned about loitering of people from outside the developments compared to 41% of 56.1 tenants; 40% of 40/40/20 tenants were concerned about verbal and physical assault compared to 28% and 30% of 56.1 tenants; and, 34% of 40/40/20 tenants concerned about dangers from family violence compared to 27% among 56.1 tenants. On all of the above items, tests of significance using chi-square showed these differences to be statistically significant.

Open-ended questions were analyzed at the end of the Cityhome questionnaire in which tenants were asked what improvements should be made to the services or management of their development. The most frequently mentioned additional service was the need for better security. (The majority (64%) of the responses were from 40/40/20 tenants.)

It was hypothesized that these differences in concern about safety and security were due to the higher proportion of females in 40/40/20 developments. While we did find that females were more likely to feel threatened from the above items than males in 40/40/20 buildings, we also found that females in 40/40/20 buildings had statistically significant higher levels of concern than those in 56.1 buildings. Thus, the differences in levels of concern observed in the two buildings arose in part from the high level of females but were also due to other factors such as other characteristics of 40/40/20 residents or conditions in the two types of developments.

Another hypothesis was that responses from the Bathurst Quay developments could be skewing the 40/40/20 responses. A separate analysis was undertaken to remove Bathurst Quay developments from the 40/40/20 responses; this had little effect on the percentage distribution of perceived dangers.

The responses to this question about dangers from a variety of sources reflect

perceptions of danger and more research will be required to identify whether or not these differences reflect differences in occurrences. Nevertheless, perceptions of danger are indicative of concerns which affect one's day to day sense of security and well being and, cannot, therefore, be ignored. The concern about safety issues is evident in both types of housing developments and may be, therefore, reflect a portfolio-wide issue (indeed, a city-wide issue).

In Section 8.0, we will briefly discuss the results of an examination of records of reported incidences from Intellegarde as well as future directions for monitoring safety and security occurrences.

Personal Interviews

During the personal interviews, tenants were asked if they and other members of their family felt safe in their development. The responses indicate that, while people have a concern about dangers from a variety of items as described above, the majority of tenants (57%) do feel safe. Another 9% said they felt safe but had suggestions for improvements; 12% reported mixed feelings; and 22% said they did not feel safe.

The results varied with the program and tenant type – ranging from a high of 88% of market respondents in 56.1 projects saying they felt safe to a low of 57% among subsidized tenants in 40/40/20 projects.

Of those who expressed mixed feelings of safety, in general these people did not feel unsafe, but said they had concerns. Concern was expressed about unauthorized people being let into the building, or that the building was not secure. Some were concerned at night, particularly in the area outside the building. Others expressed uneasiness inside the building, such as in the elevator or laundry room.

Twenty-two percent of respondents said they did not feel safe. This response was more likely in 40/40/20 project buildings (27% of respondents) than in 56.1 projects (10%), although this was partially the result of the relatively high number of respondents from the Bathurst Quay projects who reported feeling unsafe, mainly due to concerns about teenagers. In general, personal safety, rather than a concern about property, was the primary cause of fears for safety cited. Some people were responding to specific past

incidents such as threatening behaviour. Others said that they felt unsafe from time to time, "just like any other neighbourhood."

Others said they were worried about the potential threat to their personal security posed by other tenants, certain types of tenants, or outsiders to the project. Typical comments include not feeling "safe around some tenants", or that the "kinds of tenants in the building makes me feel unsafe." The concern expressed was with regard to loiterers, alcoholics, ex-psychiatric patients, drug-users, teenagers, or the mix of tenants in general.

In addition to people who were already in the building, some of the respondents expressed concern about the ease with which unauthorized people could enter the building, either by following other tenants in, or by entering through a door which had been left open. The absence of a security guard was pointed out as a cause for concern on its own.

Respondents most often said the parking garage was the area where they felt unsafe, especially at night. Others reported the common areas of the building, the laundry room in particular, but also the elevators, stairwells, and the building in general. A number also reported feeling unsafe in the area outside their building.

A majority of respondents who felt unsafe thought safety could be increased by providing permanent night or 24 hour security staff. A number felt security cameras in the lobby, the parking garage and outside would help, especially if watched by security staff. Other suggestions were for an alarm in the laundry room, and an improved intercom system.

Respondents also suggested programmatic changes to increase safety. Some suggested more tenant involvement in security matters, meetings with people causing problems or parents of teenagers causing problems, or the appointing of a resident mediator who would be able to "deal firmly with existing problems" including noise-makers and people bothering others. It was also suggested that there is a need to "take care of people's problems." The feeling was that "making clients happy will solve problems." The problems with teenagers might be resolved, it was suggested, by better recreation programs and the provision of a community centre where one was lacking (Bathurst Quay).

4.6 Future Prospects

In the mail–out questionnaire, tenants were asked what types of changes they saw taking place in their life in the future on a variety of topics (see Table A11). In general, there was no significant difference in the responses from tenants in 40/40/20 or 56.1 buildings. R.g.i. tenant in both 40/40/20 and 56.1 developments were less likely than market tenants to think their financial situation would improve and this difference was statistically significant.

There was one area where there was a difference observed between the two types of developments – 57% of 56.1 tenants thought they would move to a better accommodation compared to 38% of 40/40/20 tenants. This difference in attitude was also noted between r.g.i. and market tenants, i.e., market tenants in both programs were more likely to think they would move to a better location than r.g.i. tenants.

Of those tenants who were planning to move, half of those in 40/40/20 buildings saw themselves moving to another Cityhome building compared to 40% of 56.1 tenants. Close to a third of 56.1 tenants saw themselves buying a dwelling (mostly market rent tenants) compared to 16% of 40/40/20 tenants. About a tenth of both types of tenants wanted to move to a private rental unit.

4.7 Suggestions for Improving Living Conditions

The following summarizes comments received from tenants through the personal interviews about changes that Cityhome could make to improve living conditions in the development.

Cityhome Policy and Philosophy

Some tenants wanted to see Cityhome screen prospective tenants better, and deal more firmly with "problem" residents such as those who are noisy, who do not live up to minimum standards, or who allow unauthorized people to live in their units. Some thought Cityhome should be more willing to evict residents, others thought the solution involved Cityhome addressing the needs of people better, including the provision of services and counselling, so that they cause fewer problems. On the other hand, one

respondent thought Cityhome should "lighten up", in particular by leaving teenagers alone. A few tenants thought the proportion of subsidized tenants should be reduced.

There were also criticisms of the haste with which Cityhome delivers eviction notices after a missed rent payment, and of the difficulty of being transferred to a different building or a larger unit.

Building Quality, Planning and Design

Respondents had a number of suggestions for aspects of their building that they would have liked to have seen done differently. A number of respondents would have liked to have seen better quality construction and finishing of their building. In particular there was interest expressed in making apartments more sound-proof.

There was also interest expressed in planning projects. Some respondents thought more parking should have been provided, especially for visitors. A few respondents had concerns for the environment in which their building was constructed. Finally, some residents at Bathurst Quay thought there should have been more amenities provided in the area, in particular shopping.

There were also suggestions for design changes for future projects, including making the lobby more amenable to socializing. Others wanted better air conditioning, including air conditioned halls, and better natural lighting in apartments. There was also interest expressed in increasing the size of apartments, and for changing the design of kitchens to provide more cupboard space and space for a kitchen table.

Finally, it was felt more could be done to gear portions of the development for the needs of families, in particular by grouping them in their own section of the project.

Building Functions, Facilities and Programs

A number of suggestions related to building functions such as better maintenance, more reliable elevators and so on.

A number of respondents emphasized the need for facilities and programs for their

building. Suggestions which have already been mentioned in this report include a common room or a recreation room, an exercise facility, playground improvements, and a nearby community centre. Other suggestions include a barbecue pit, a swimming pool, and better bicycle storage facilities. There were also a few requests for programs for children and teenagers similar to those mentioned previously.

Services

The most common request for services was for better security. There were also calls for daycare, and for a visiting social worker, especially to deal with difficult tenants.

Tenants' Involvement

Interest was expressed in increasing the amount of tenant involvement and interaction in the functioning of the building. Some felt there was a need for more tenant involvement in building management decisions. Others wanted to see monthly tenant meetings, and others still more community events. There was also interest in a support group formed for and by tenants to aid each other, particularly emotionally.

Staff Attitude

There were a few calls for a change in staff and management attitude. Some respondents wanted management to become more involved in dealing with problems in some of the projects, while others wanted staff to be more respectful of, or responsive to, residents, or to make a better effort at maintenance.

Satisfaction and Praise

A number of respondents (22%) reported feeling satisfied, and not wanting to see many, or any, changes. A typical comment came from the person who said that there was "no need for changes at this time." Another said that Cityhome should "keep doing what they're doing." An additional 4% of respondents had praise for Cityhome. One respondent was "very appreciative of changes since Cityhome has taken over." Another said Cityhome "can't do much more than what they're doing now."

4.8 Summary and Conclusions

Generally, the study showed that 40/40/20 tenants and 56.1 tenants are alike in their levels of satisfaction with their building, level of interaction with other tenants, rating of services and programs, and, the overall quality of life in their development. There were a few differences which are discussed below which emerged from the survey and from the personal interviews.

Cityhome Tenants Generally Satisfied with Current Dwelling

- Tenants were generally satisfied with their dwelling unit and various aspects of it (state of repair, size of dwelling and the design and layout). There were no significant differences between tenants in the two different types of developments.

- The major area of concern to tenants in both 40/40/20 and 56.1 developments was noise from outside and from adjacent neighbours; however, these levels of satisfaction were similar in both 40/40/20 and 56.1 developments.

Levels of Interaction and Attitudes Towards Other Tenants

- Over 60% of tenants in both types of programs thought their building was friendly. Of tenants who were interviewed, subsidized tenants, especially in 40/40/20 buildings were more likely to comment that their building was friendly because they were able to make friends not just acquaintances.

- The levels of interaction with other people living in their buildings was similar in 40/40/20 and 56.1 developments. Half of tenants socialized with other tenants, while the remaining rarely socialized with other tenants.

- Based on the personal interviews, r.g.i. tenants in the 40/40/20 buildings were more likely to socialize with other tenants than market tenants. Market tenants in both types of buildings were more likely not to socialize because they were too busy or had their own friends.

- The same proportion of tenants in both 40/40/20 and 56.1 buildings thought that market tenants and r.g.i. tenants mixed.

- Only a minority of tenants helped one another in various ways. There was little difference among tenants in the two building types. A small proportion (ranging from 14% to 24%) of 40/40/20 tenants helped one another by looking after the dwelling of a neighbour, borrowing things, or offering advice on personal matters. More than half of tenants in both building types would not ask their neighbours for help.

- A large portion of tenants who were interviewed felt positively about living in a mixed community (over 40%); a minority (less than 10%) were negative about it. There was little difference between the responses from residents in the 56.1 and 40/40/20 programs, although r.g.i. tenants were more likely to talk about the mix of incomes not resulting in stereotyping or creating "ghettoes".

- A number of tenants who were interviewed were concerned about having too high a proportion of r.g.i. tenants and tenants with problems.

- Approximately a third of tenants in both 40/40/20 and 56.1 buildings who responded to the survey had problems with other tenants. However, respondents in the 40/40/20 buildings were more likely to indicate a problem due to disruptive behaviour (55% of those who had a problem with other tenants compared to 38% in 56.1) and more likely to have experienced aggressive and/or threatening behaviour (34% of those who had a problem in 40/40/20 buildings compared to 22% in 56.1 buildings.)

- Similarly, about a third of tenants who were interviewed in both types of developments experienced problems with other tenants. Tenants in the 40/40/20 developments appeared to have more problems with kids and teens and individuals who threatened their personal safety in some way (drugs, aggressive behaviour, vandalism) than 56.1 tenants whose main concern seemed to be with noisy tenants.

- The majority of tenants did not participate in tenant activities (77% and 88% in 40/40/20 and 56.1 buildings). Of those who did participate, the most common type of participation was at tenant meetings.

High Levels of Satisfaction with Cityhome Management

- Over three quarters of tenants in each building type were satisfied or very satisfied with the management of their development. There was little difference in the responses between the two programs. The responses indicated a high level of satisfaction for such items as maintenance of grounds and common areas and repairs to units.

- The highest level of negative responses were recorded for the provision of security against crime and vandalism – 19% of 40/40/20 tenants and 15% of 56.1 tenants were either dissatisfied or very dissatisfied.

- Most tenants interviewed were satisfied with the way their building was run, both because of building staff and Cityhome management in general. When asked more specifically about various management functions, responses included more negative comments. For example, over a fifth of tenants complained that their property manager was not helpful in dealing with their requests and enquiries, primarily because the property manager was hard to get a hold of. Almost all respondents were satisfied with tenant services.

Generally High Rating of the Quality of Life

- The majority of tenants in both types of buildings gave a positive rating to the quality of life in their buildings. There were no differences in the ratings between the two programs. Three quarters rated the quality of life as very good or good. Tenants were asked to rate a variety of items contributing to the quality of life. The item which elicited the highest positive rating was the open space.

- Tenants in both 40/40/20 and 56.1 had the highest level of dissatisfaction with the play space provided for children – 17% of 40/40/20 tenants and 24% of 56.1 tenants were dissatisfied or very dissatisfied with play space for children. There

were similar levels of dissatisfaction with programs and facilities for teenagers.

- The findings from the survey regarding the need for improved facilities and programs for children and teenagers were re-iterated in the personal interviews.

- Half of the tenants in the 40/40/20 developments who were interviewed thought that services and facilities should be provided for other people, including elderly, those with special needs such as ex-psychiatric patients and the physically disabled and those in ill health.

- Almost half of the 40/40/20 tenants interviewed thought that there should be programs and facilities for other groups (other than children and teens). Facilities and programs for the elderly, those with special needs such as ex-psychiatric patients and the mentally handicapped, residents in ill health and alcohol abusers were mentioned.

Concern About Safety and Security Higher in 40/40/20 Developments

- Tenants were asked about whether or not they were concerned about dangers in their building or development from a variety of sources. A high proportion of tenants seem to feel uneasy about a wide range of items. Particular sources of concern were drug-related dangers, vandalism, alcohol-related dangers and danger from people loitering from outside of the building.

- Generally, 40/40/20 tenants had higher levels of concern than 56.1 tenants and these differences were statistically significant. The higher level of concern was partially due to the higher proportion of women in 40/40/20 buildings; women were found to have statistically higher levels of concern than men on a number of safety and security items.

- The most frequently mentioned response to the open-ended question at the end of the mail-out questionnaire was the need for better security. (The majority of the responses were from 40/40/20 tenants.)

- About a fifth of tenants interviewed did not feel safe in their development. Tenants in 40/40/20 buildings were more likely to feel unsafe than those in 56.1 buildings. These concerns generally focused on personal safety and were related to dangers from other types of tenants (loiterers, alcoholics, drug-users, ex-psychiatric patients, teenagers, or the mix of tenants in general). Others mentioned the ease with which they felt unauthorized people could enter the building.

Future Prospects

- In general, there were no significant differences between 40/40/20 tenants and 56.1 tenants regarding future prospects. However, r.g.i. tenants were less optimistic about their future financial situation than market tenants. Tenants in 56.1 developments were more likely than 40/40/20 tenants to think their accommodation would improve in the future. Tenants in 56.1 tenants who were planning to move were more likely than 40/40/20 tenants to think they would move to their own home.

Suggestions for Improving Cityhome

- Some tenants who were interviewed thought Cityhome should screen prospective tenants better and/or be willing to be tougher with "problem" tenants while others thought problems could be addressed by Cityhome improving services to tenants. These ideas were also voiced frequently by tenants in the open-ended question in the mail-out survey about improvements needed to Cityhome policies or management.

- A number of design changes were suggested: better soundproofing, having more parking, providing more amenities (especially at Bathurst Quay), providing a lobby which would be amenable to socializing, gearing portions of the development to particular groups (e.g., keep all the families together).

- The most common request was for better security. Suggestions for improving safety included security staff and security cameras in the parking garage and lobby or the installation of an alarms or an improved intercom system.

- There were also suggestions for a visiting social worker to deal with "problem" tenants.

- There was interest expressed in increasing the amount of tenant involvement in the functioning of the building, either in building management decisions, regular tenant meetings and more community events. Some tenants also thought it would be useful to have a support group formed by tenants to help one another.

- Some tenants want management to become more involved in dealing with problems in the developments while others want staff to become more responsive to tenants.

- A quarter of tenants thought there was no need to make any changes with the way Cityhome was operating their buildings.

Conclusions

Despite the differences in the tenants in 40/40/20 buildings and 56.1 buildings in terms of household type, sex and income level compared to the 56.1 buildings, tenants had very similar types of attitudes and behaviours with regards to their dwelling unit, other tenants and management of their building. In many respects, the more targeted plan seemed to have little effect on tenants' satisfaction with their home or their interaction with other tenants.

In general, the income and social mix appears to be working well, although there are a couple of areas which should be addressed. The first area is the higher level of concern about safety and security in the 40/40/20 buildings compared to the 56.1 buildings, which to a large extent reflects the higher proportion of females. The second area is around the perceived higher level of difficult tenants in the 40/40/20 buildings.

5.0 SURVEY OF CITYHOME'S NEIGHBOURS

5.1 Introduction

In order to find out whether or not there was a difference in community acceptance of the 40/40/20 Cityhome buildings compared to the 56.1 buildings, a survey of 300 residents living adjacent to three Cityhome buildings in each category was undertaken (approximately 50 around each of the six sites listed below). Three 40/40/20 buildings located in existing residential neighbourhoods were matched with the comparable 56.1 building described earlier in a similar location and neighbourhood.

The matched buildings are shown below:

40/40/20	56.1
Bathurst/Eglinton	145 Elm Ridge
1275 Danforth	Greenwood/Walpole
75 Dowling	575 Adelaide

Each questionnaire was personally administered by a trained interviewer.

Fifty residents surrounding each of the above Cityhome projects were interviewed (refer to Table A12). The following procedure was used to ensure that the interviews were conducted on a random basis. Interviewers were instructed to begin on a street adjacent to the Cityhome project and approach every third home. This sampling procedure was to be repeated on every street within a two block radius of the project. If the interviewer was not able to obtain the 50 interviews through approaching every third house, then he/she would repeat the procedure again beginning at the neighbouring house from the original starting point.

For nearby apartment buildings (non–Cityhome buildings), the interviewers would remain outside the building and interview residents as they entered or left the building. Between 5 and 10 residents per building would be interviewed depending on the size of the building.

5.2 Profile of Residents

Residents adjacent to the Cityhome buildings were more likely to live in ground-related housing such as single detached houses, semi-detached, row or duplex (Table A13) . About a quarter of residents around both types of buildings lived in a low or high rise apartment while around 60% of those near 40/40/20 buildings and while just under 50% of those near 56.1 lived in a ground-related structure (singled detached, semi detached, row or townhouse, or duplex).

The residents were almost equally divided between renters and owners in both samples, although there were slightly more owners around the 56.1 buildings (55% around the 56.1 compared to 52% around the 40/40/20 buildings). (See Table A 14.)

There was virtually no difference in the length of time which residents in the two samples had lived in their dwelling. Close to a half in each sample had lived there more than five years. (See Table A15.)

Other details of the profile of residents in terms of type of household, age, gender and education are provided in the Appendix (Tables A17 to A20).

Those in the 40/40/20 sample were more likely than those in the 56.1 sample to rate the general quality of their neighbourhood as good or very good (83% compared to 66% respectively). (See Table A21.)

5.3 Attitudes Towards Cityhome

Awareness of Cityhome Location

The awareness of a Cityhome building in their neighbourhood was no different for those in the vicinity of a 40/40/20 building compared to those in the vicinity of a 56.1 building. In both cases, about half of respondents knew of the presence of the nearest Cityhome building. (See Table 25.) Residents who were not aware of the Cityhome building were told of its location prior to being asked the remainder of the questions.

Table 25: Residents' Awareness of Cityhome Building

	40/40/20 Buildings		56.1 Building		Total	
	No.	%	No.	%	No.	%
yes	75	50	73	49	148	50
no	73	49	70	47	143	48
not sure	1	1	3	2	4	1
no response	0	0	2	1	2	1
Total	149	100	148	99	297	100

Rating of Building

Residents were asked to rate the Cityhome building in their neighbourhood in terms of various aspects of the appearance and upkeep. The results are shown on Table 26. The 40/40/20 buildings seemed to receive a higher rating than the 56.1 buildings on a number of items. For example, 77% and 68% of tenants around 40/40/20 and 56.1 buildings thought the general appearance of the building was very good or good; 63% and 60% thought the state of repair was very good or good; 72% and 61% thought the day to day upkeep was very good or good; and, finally, 60% and 52% thought the design of the site was very good or good. These higher ratings to some extent reflect the newness of the 40/40/20 projects compared to the 56.1 buildings.

Problems with the Cityhome Building

Residents were asked if they had experienced any problems related to a Cityhome building. The majority of residents had not experienced any problems. More residents around the 56.1 building compared to the 40/40/20 buildings had experienced problems (23.6% compared to 16.1%). (See Table 27.)

However, the types of problems experienced by residents around the two buildings varied considerably. Of those residents around the 56.1 buildings, parking and traffic accounted for most of the comments (noted by 16 and 13 respondents respectively of the 35 people who had experienced a problem). Of neighbours of 40/40/20 buildings, problems with noisy or disruptive behaviour was mentioned slightly more frequently than by 56.1 neighbours (13 residents in the 40/40/20 compared to 9 residents in the 56.1 group). This difference is not statistically significant. Thus, there is no evidence that 40/40/20 buildings are generating any more problems for surrounding residents than 56.1 buildings.

Only a small percentage of residents had tried to deal with Cityhome regarding such problems (5 from the area around 40/40/20 buildings and 8 from around the 56.1 buildings). Although this is a small sample, it is worth noting that 10 out of 13 were somewhat dissatisfied or dissatisfied with Cityhome's response. (See Table A22.)

Table 26: Rating by Residents of Cityhome Building

	Building Type				Total	
	40/40/20		56.1			
General Appearence of The Building						
very good	22	15	24	16	46	16
good	92	62	76	52	168	57
neither poor nor poor	10	7	18	12	28	9
poor	6	4	4	3	10	3
very poor	4	3	1	1	5	2
no opinion	15	10	24	16	39	13
Total	149	101	147	100	296	100
State of Repair of The Building						
very good	13	9	14	10	27	9
good	80	54	73	50	153	52
neither good nor poor	13	9	11	7	24	8
poor	4	3	3	2	7	2
no opinion	38	26	46	31	84	28
Total	148	101	147	100	295	99
Day to Day Upkeep of The Site						
very good	16	11	13	9	29	10
good	91	61	76	52	167	57
neither good nor poor	4	3	6	4	10	3
poor	3	2	7	5	10	3
no opinion	34	23	45	31	79	27
Total	148	100	147	101	295	100
Design of The Site						
very good	14	10	12	8	26	9
good	74	50	64	44	138	47
neither good nor poor	25	17	21	14	46	16
poor	6	4	15	10	21	7
very poor	1	1	2	1	3	1
no opinion	27	18	33	22	60	20
Total	147	100	147	99	294	100

Table 27: Residents Experience of Problems Related to Cityhome Development

	Building Type				Total	
	40/40/20		56.1			
	No.	%	No.	%	No.	%
yes	24	16	35	16	59	16
no	120	81	108	81	228	81
not sure	5	3	4	3	9	3
no response	0	0	1	0	1	0
Total	149	100	148	100	297	100
Type of Problem:*						
parking	7	29	16	47	23	40
traffic	5	21	13	38	18	31
bad behaviour	13	54	9	26	22	38
misbehaviour children	4	17	3	9	7	12
vandalism	3	13	9	26	12	21
other reasons	8	33	16	47	24	41

* For respondents who indicated "yes" to be question, "Have you ever experienced problems related to a Cityhome project?"

Impact on Local Neighbourhood

Residents were asked if they thought that the Cityhome building had any effect on their neighbourhood. (See Table 28.) The majority thought the building had no impact or they had no opinion (64% of residents around 40/40/20 and 69% around 56.1 buildings). Almost a quarter of residents (24%) around the 40/40/20 and 11% of those around the 56.1 building thought the Cityhome building had a positive impact.

A minority around the 40/40/20 (10%) thought it had a negative impact. A higher proportion of tenants (17%) around 56.1 buildings thought it had a negative impact. The perception of a negative impact is probably due to the parking and traffic discussed above.

Residents were asked if the Cityhome development had any influence on their feeling of safety and security. (See Table A23.) The vast majority (close to 85% in both samples) thought it had not influenced their feelings of safety. A small minority (11% around 40/40/20 and 13.5% around 56.1) thought it had created concern about safety and security.

Need for Cityhome to Improve Relations with Residents

A significant proportion of residents around both buildings felt that Cityhome needs to improve its community relations with local residents (35% around 40/40/20 and 41% around 56.1).

The ways mentioned most frequently were more consultation prior to developing in a neighbourhood and through explaining more thoroughly Cityhome's policies and programs. (See Table A24.)

Table 28: Cityhome Impact On The Neighbourhood

	Building Type				Total	
	40/40/20		56.1			
	No.	%	No.	%	No.	%
positive impact	36	24	16	11	52	18
negative impact	15	10	25	17	40	13
no impact	59	40	83	56	142	48
no opinion	36	24	19	13	55	19
NR	3	2	5	3	8	3
Total	149	100	148	100	297	101

5.4 Summary and Conclusion

This survey seems to suggest that there is little difference associated with community acceptance between the 40/40/20 program and the 56.1 buildings. Concerns of residents had more to do with design and provision for traffic and parking than the income mix. In fact, the newer 40/40/20 buildings were more accepted than the 56.1 buildings.

Over half of residents were not aware of the Cityhome building and the majority thought the building had no impact or they had no opinion. More people though the 40/20/20 had a positive impact than the 56.1 buildings.

The survey indicated that residents would like to have more consultation prior to a development moving into the neighbourhood and that Cityhome could do more do explain its mandate and programs to the public.

6.0 STAFF FOCUS GROUP DISCUSSIONS

6.1 Introduction

In order to probe concerns of staff who deal with tenants on a regular basis, two focus group discussions were held with approximately 15 staff covering: property managers, tenant relations officers, building superintendents, tenant selection staff and rent supplement administrators. In selecting staff for the focus groups, the emphasis was on staff who deal with tenants on a day to day basis, not policy or central office management staff.

The focus groups lasted approximately two hours and were open-ended discussions guided by a moderator. A limited number of questions were used covering how well the tenant mix in the 40/40/20 buildings was working compared to the mix in 56.1 buildings, whether or not there was a difference in the types of tenants moving into 40/40/20 buildings compared to 56.1 buildings, whether staff encountered more problems with tenants in the 40/40/20 buildings compared to 56.1 buildings and finally, whether or not there was a need for changes to management practices.

The notes from those sessions were analyzed and the following major themes were identified:

- The 40/40/20 represents an erosion of the Cityhome mandate to serve a social mix of low and moderate income earners.
- Social mix is not working and is breaking down in the 40/40/20 projects.
- Tenant selection is difficult to administer on an ongoing basis in the 40/40/20 buildings and results in a number of unintended inequities.
- The 40/40/20 buildings are more difficult to manage and have more problem tenants.
- Design problems, lack of facilities and social/recreational programs and isolated locations are contributing to problems with 40/40/20 buildings.

The discussions which took place are summarized below. On some items there was greater unanimity while on others differing points of view were expressed. While most of those present recognized the need for a more targeted program to meet the need for assisted housing in the City, there were strong reservations from a majority of staff about the 40/40/20 mix, although some staff felt that in many ways these tenants were no different from other tenants.

6.2 Major Themes in the Discussion

Erosion of Mandate

A number of staff were concerned that the 40/40/20 targeting plan was undermining the mandate of Cityhome to serve a mix of low and moderate income tenants and that they were becoming more like public housing. Others felt that the 40/40/20 was good because it served those who needed assistance.

A number of staff were concerned that Cityhome was taking on more the mandate of a social service agency and losing sight of its primary goal of housing the working poor. Staff felt that tenant relations functions were to support and facilitate tenant based activities rather than spoon feeding them. "You give people the stuff, you don't do it for them." However, it was generally agreed that there were not enough tenant relations officers to do any real community organizing. (1 for every 2,000 tenant households.) As a result staff said there was no time to go knocking on doors with tenant association members.

A concern was also expressed that Cityhome was becoming too big and too diversified. "We're doing absolutely everything." Obviously, a number of staff members felt that trying to do so much was diluting Cityhome's effectiveness.

At the same time, a number of staff felt that encroaching on MTHA's mandate.Cityhome was originally meant to be an alternative to the high density public housing ghettos built in the 60's and early '70's but the 40/40/20 formula was felt to be repeating the mistakes of the past. " It looks like we're marching head long into the old OHC model."

As market rents become more expensive, partly because of the cost pass through funding formula of the 40/40/20 program, staff felt that it was becoming more difficult to find

market tenants.

Need to Improve Tenant Selection Procedures

A number of staff felt that the percentage of deep subsidized tenants had gone above 40% in most buildings because people can more easily get into Cityhome's buildings through the shallow waiting list (by using falsified income statements) and could then drop down to the deep core category. Some staff felt that this had become a way of skipping over the waiting list because Cityhome staff have more difficulty filling a vacancy for a shallow core than a deep core tenant. (As Section 7.0 demonstrates, in fact, the opposite seems to be happening, with the proportion of deep core tenants now falling below 40% in buildings in the 40/40/20 targeting program.)

Staff had mixed opinions about the desirability of screening of potential tenants. Some said there should be more screening and home visits to all potential tenants; others resist "playing God".

Staff are required to take some tenants from MTHA's waiting list for deep subsidy units in the 1275 Danforth and Chestnut/Elizabeth development. Some staff felt that tenants referred to Cityhome by MTHA included a high number of "problem" people with medical and emotional difficulties. Potential tenants are assessed by Cityhome on the basis of income and history of public sector rent arrears prior by to placement. "Right now we don't have any control. Once we get to their number, they're virtually assured of a place."

Staff also expressed concerns that the administration of the 40/40/20 program was more complicated and cumbersome than the 56.1 program. It is difficult to keep track of which tenants have shallow subsidies and which receive deep subsidies especially since they tend to move from one category to the other. However, staff feel there should be a monitoring system to make sure that the numbers of deep subsidies does not go above 40%. Since the focus group discussions took place (during the summer of 1990), Cityhome has set up a computerized tenant selection system which will identify which category (deep subsidy, shallow subsidy or market) has a deficit and search through tenants on the waiting list until a tenant is selected who fits that category.

Breakdown of Social Mix

A number of staff seemed to think that the higher proportion of subsidized tenants was resulting in more conflicts between tenants. Staff thought there was more conflict between tenants in the 40/40/20 buildings and suggested that a "ghetto mentality" was developing with more petty arguments and more people "squealing" on each other. The open conflict tended to be between subsidized tenants with the market renters keeping to themselves.

Some staff felt that many market tenants were seen to be growing resentful of the subsidized tenants, especially as market rents become more and more expensive. Market tenants have begun to ask about getting subsidies. It was suggested that the subsidized majority is a negative influence on market tenants in contrast to the original premise that market renters would be a positive influence on subsidized tenants.

It should be noted that these issues did not arise during the interviews with tenants; however, some of these concerns were raised by tenant representatives who were consulted during this study. It may be that different methodologies result in people talking about different types of concerns and perhaps tenants do not really open up to strangers who came to their home to interview them. Alternatively, it could be that staff have a distorted view of problems between tenants (because they mainly deal with problems as part of their job.)

A number of staff said that they receive the brunt of bad feelings between subsidized and market tenants. Tenants complain to management rather than confront each other. There is no open hostility between the two groups – it is much more subtle.

It was also noted that working people lead different lives than do people who are at home all day. There are a lot of complaints about noise and late night parties caused by people who do not have to get up early in the morning.

Sometimes there are problems between seniors and younger tenants. Superintendents will do favours or special tasks for seniors which they won't do for younger tenants. This creates some resentment with the younger tenants demanding the same level of services.

It was suggested that more information be supplied before tenants move in – especially for market rent tenants. Cityhome staff should meet with them and explain the philosophy of social mix so they know what they are getting into. However, another property manager said she would never advertise that a building was 80% subsidized when she was trying to fill the market rent units.

Most of those who participated in the discussions said that Cityhome worked best when no more than a third of the units were subsidized.

Management Problems in 40/40/20 Buildings

It was argued by most of those present that there was more damage and higher maintenance costs in 40/40/20 buildings. This was said to be obvious upon entering the buildings, with more graffitti, hallway and elevator damage. Maintenance costs were said to be higher for subsidized units than market units. Staff say this is because there are more children and more people who stay at home all day in the 40/40/20 buildings.

Staff believe that subsidized tenants have less control over their children than do market renters. Subsidized tenants are considered to be more demanding in that they want more space, repairs, etc. and they want action quickly. Yet, tenants are reluctant to put complaints in writing. They just complain to staff and expect them to do something.

There are large number of children who are in the same age group. Parents often fight about their children. Problems develop as the children grown older and become teens.

Some staff thought that the 40/40/20 projects should have a social worker on site. One manager said he feels chased down by a number of people who want to talk to him every time he visits the buildings.

There was a call for better training and screening in hiring superintendents even though it is already difficult to find workers to fill the positions.

Staff are also frustrated about cheaters. They say it's happening but nothing is ever done about it. Fraud is possible because it's left up to tenants to report their income. Since Cityhome is reluctant to evict people, nothing is ever done. It makes management look

bad when they will not follow up on cheaters. It undermines tenant confidence in the system and encourages even more cheating.

Lack of Programs, Design and Locational Problems

A major comment from staff related to the need for more services for tenants and their children. In particular, the Harbourfront projects were described as lacking in services or shopping resulting in people loitering in the lobbies because there was no where else to go. It was suggested that the isolated location exacerbates problems for people who are at home and have little money to go anywhere or do anything. Other projects were identified as being inappropriate for family housing because there were no services or affordable shopping or recreation near nor was there a sense of neighbourhood. Some projects were identified as lacking in space for children to play. Others were identified as having good services and amenities but were in a poor site because Cityhome often ends up with "the least attractive piece". Another project was considered to be too close to an MTHA building resulting in the building being vandalized by nearby teenagers.

It was suggested that family units should be located on the lower floors not on the top. This would limit children playing with the elevators. There should be more direct access from family units to the recreation areas. Youth programs are needed, especially during school vacation. Noise is a problem because sound carries easily through the walls.

6.3 Summary and Conclusions

In summary, staff in general were of the opinion that the 40/40/20 buildings were more difficult to service, manage and administer than the 56.1 buildings. There was a general acceptance, however, of the need to have a more highly targeted program because of the long waiting lists. Staff were, however, concerned that the targeting plan placed additional pressures and demands placed on them for which they did not have sufficient resources. A major concern from many staff was the need for Cityhome to deal more firmly with difficult tenants and to either screen tenants better during the tenant selection process or at least be more aware of their problems.

7.0 TENANT SELECTION AND TARGETING

7.1 Introduction

In this section, we will review the method by which the targeting plan is implemented (i.e., the tenant selection process) and how well the targeting plan has been implemented over time.

7.2 The Tenant Selection Process

The following summarizes the tenant selection procedure used by Cityhome. It was based on two interviews with Cityhome staff, one earlier last spring and another in November. (There are currently 9,000–10,000 applicants on Cityhome's waiting list. The average wait for an r.g.i. unit is four years.)

The Application Procedure

Applicants are encouraged to apply in person at 112 Elizabeth. After would–be applicants pick up a form from the reception desk they are asked to complete them on the premises. After a form has been completed it is given to an Applicant Representative who reviews it on the spot for completeness and accuracy, as well as answering any questions the applicant might have regarding the application. All are applicants entered into the computer according to date of application.

Tenant Placement Procedure

New Buildings

It takes three months to fill a building prior to occupancy. There have been difficulties due to late completion dates and people waiting for units. A loss due to vacancies cannot be capitalized.

R.g.i. tenants for new buildings come from two waiting lists, the list of applicants who are not currently residents of Cityhome and the list of transfers (requests for transfer from one Cityhome building to another).

Before new buildings are "rented up" the units comprising them are designated according to income categories so as to arrive at the desired 40/40/20 mixing formula. The waiting lists are then searched to find occupants for the 40% "deep core" and the 40% "shallow" units (taking into account the policy that no more than 30% of tenants should be shallow core and no more than 30% should be non-shallow core). Prospective tenants are then referred to a rental agency, hired by cityhome to arrange for viewing of the building.

Selection Process

Within each category of need, RGI tenants are selected from the waiting lists on a first-come first-serve basis. To do this the files of RGI applicants must be searched chronologically by unit size. Files are selected if they match geographical location and income criteria. The Tenant Placement Officer does this by blocks of people.

To fill a building interviews take place with an average of five (5) people per day for a couple of months. The selected applicants are contacted by phone or mail and asked to bring an income verification statement to the Tenant Placement Office, where they are asked to complete an application for r.g.i. assistance. If their application is accepted, arrangements are then made for the applicant to see the unit. After an applicant has seen a unit and decided to take it, the applicant signs a rental agreement with the property manager. The applicant's file is sent to the District office for inclusion in the tenant files.

Market tenants are selected from a central waiting list maintained by the Tenant Services section.

Filling Vacancies

When someone leaves a unit the Tenant Placement Officer consults the rent assessment records to obtain the targeting category for the vacancy. The Tenant Placement Officer produces a list of eligible applicants and contacts eligible tenants suitable for the unit available (on a chronological basis) until a suitable tenant is found.

The advantage of the current system is that Tenant Services staff can now access the current status of the targeting plans of individual Cityhome buildings. Staff can determine

which category (deep, shallow core, shallow non-core or market) is most deficient and fill that category. The system also ensures that targeting within income categories is done on a consistent basis within and across Cityhome buildings.

Cityhome has just amalgamated the market tenant waiting list with the R.G.I. waiting list because a household could be considered as a "market" tenant in one project and a R.G.I tenant elsewhere. At first, the Tenant Placement Officer will provide area managers with possible applicants; after a year, the Tenant Placement Officer will select market tenants as well as R.G.I. tenants.

Cityhome wants applicants to become more specific with regards to their geographic preference. Changes have also been undertaken recently to ensure that the notification procedure for prospective tenants is better documented. Previously the system was a combination of verbal (telephone) and written communication. In the future all notifications will be written even when there has been successful verbal contact.

Difficulties/Problems

(i) Finding Shallow Core Tenants

One of the main problems in satisfying the 40/40/20 targeting plan lies with finding tenants in the shallow need category. There is no problem finding deep core need tenants. This results in a perception of unfairness because "shallow need" tenants get housed faster.

(ii) Problems with Unit Size

There is a similar problem with one bedroom versus two bedroom units as above. Since there is a higher turnover of one bedroom units, these can be filled faster with the result that the waiting time for one bedroom units is shorter than that for two bedroom units.

(iii) Knowing Which Tenant Category to Fill

When this study was being undertaken in the spring and summer of 1990, there appeared to be considerable concern on the part of staff about how to select tenants to fill the

targeting program. Many of these concerns have been addressed through the recent changes to tenant selection procedures and the computerization of the process of filling vacancies. Still, there will be a need for ongoing clarification of procedures to staff and ongoing monitoring of the tenant mix to ensure that the targeting plan is being met.

(iv) Computerizing the Tenant Selection and Monitoring Procedure

Prior to May, 1990, tenants had to be selected from a manually maintained waiting list. Not only was this method time consuming but it also presented difficulties in trying to maintain the targets for social mix. In May, 1990 Tenant Services was able to merge the subsidized waiting list with the market waiting list on the SAS mainframe system. This transfer combined with computer program enhancements to the Rent Supplement Administration System (RSAS), has enabled Tenant Services to select tenants automatically within the specified targeting parameters. Although the system is a vast improvement over the previous manual one, there is a need to make further improvements to both the monitoring system and the tenant selection process (e.g., the current system does not update the waiting list automatically).

(v) Interviews/Tenant Selection

Only incomes and past rental payment records are verified. There are no other checks on ability to pay. All prospective tenants are provided with an Affordable Housing Brochure and application form. A better information package would help to explain the program to applicants and tenants.

7.3 Are 40/40/20 Buildings on Target?

In this section, we will examine whether or not the targeting plan of 40% deep subsidy, 40% shallow core and 20% market is being met in the 40/40/20 buildings. As was noted earlier in this report, the targeting plan was refined so that 40% of tenants were to be in the deep need category, no more than 30% in the shallow core need category, no more than 30% in the non-shallow core category and no more than 20% in the market tenant category. The following chart illustrates the four categories of need as described above:

Targeting Categories

RENT-GEARED-TO-INCOME			MARKET RENT
CORE NEED		NON-CORE NEED	
Deep Need	Shallow Need	RGI	

Methodology for Calculating the Distribution of 40/40/20 Tenants by Need Categories

The following is a discussion of the methodology used to distribute 40/40/20 tenants by need categories. The tenant profiles were obtained from Cityhome Data files. The breakdown of tenants was as follows:

Total Cases	Market Tenants	R.G.I. Tenants	Unknown
835	138	676	21

Based on discussions with Cityhome staff the unknown tenants were considered market tenants.

In order to classify a tenant in a particular need category the following information was needed: age of household maintainer (i.e. different formulas apply to seniors), household income and number of bedrooms. As a result of missing information the total number of valid or useable R.G.I tenants for the purposes of targeting was 370 cases, leaving 306 cases with missing data. (Note, where rent status was not known, tenants were reclassified as market tenants, resulting in 159 market tenant cases.)

The next step was to classify the 370 R.G.I tenants into the following categories as defined by the Ministry of Housing: i) Deep Core Need, ii) Shallow Core Need and iii) Non-Core Need. The calculations of each category are discussed.

Deep Core Need (Non-Seniors)

Income	No. of Bedrooms	Age of Household Maintainer
Less than or equal to $1009 per month	One or Bachelor or Studio	Less than or equal to 59; greater than 59 if the household type is not a couple or single.
Less than or equal to $1416 per month	Two	applies to all ages
Less than or equal to $1853 per month	Three	applies to all ages
Less than or equal to $2276 per month	Four+	applies to all ages

Deep Core Need (Seniors)

Household Income	No. of Bedrooms	Ages of household Maintainer
Less than or equal to $870 per month	One or Bachelor or Studio	Greater than or equal to 59 and a single person household.
Less than or equal to $1444 per month	One or Bachelor or Studio	Greater than or equal to 59 and a couple.

The total number of households in the deep core need is the addition of all the categories shown above.

The shallow core category were calculated on the following basis:

Shallow Core Need (Seniors)

Household Incomes	No. of Bedrooms
Monthly income is greater than $870 (for single person households) or $1444 (for couples) and less than or equal to $2000.	One or Bachelor or Studio

Shallow Core Need (Non-Seniors)

Household Incomes	No. of Bedrooms
Monthly income is greater than $1009 and less than or equal to $2000.	One or Bachelor or Studio
Monthly income is greater than $1416 and less than or equal to $2333.	Two
Monthly income is greater than $1853 and less than or equal to $2917.	Three
Monthly income is greater than $2276 and less than or equal to $3667.	Four

Non-Core Need (All Tenants)

The number of non-core need represented the residual of those tenants who were paying rent-geared-to-income and did not fall into the deep core or the shallow core need category outlined above. The results were as follows:

No. in Deep Core Need = 162
No. in Shallow Core Need = 188
Total in Core Need = 350 Therefore,

No. in Non-Core Need = Total R.G.I - Total in Core Need (with valid cases)
= 370 - 350
= 20

The outstanding R.G.I tenants (306) who were not classified due to missing information were distributed according to the same proportions as the R.G.I tenants for whom we had all the relevant data for targeting purposes. For example, 43.8% of the total number of R.G.I tenants (370) were in Deep Core Need, 50.8% in Shallow Core Need and 5.4% in Non-Core Need. Therefore, these proportions where multiplied by the 306 R.G.I. tenants which had missing data.

The following distribution of 40/40/20 tenants by need categories was obtained:

	Deep Core	Shallow Core	Non-Core	Market	Total
Number	317	322	37	159	835
%	38.0%	38.6%	4.4%	19%	100%

As can seen from the above, the proportion of r.g.i. tenants is slightly lower than the target of 40% and the proportion of shallow core subsidy tenants (shallow core and non-core subsidy tenants) is higher than the 30% in the targeting plans. These proportions, however, are subject to error due to the high number of r.g.i. tenants with missing data. Further monitoring and enhanced computer capabilities will enable Cityhome to better

evaluate the achievement of the targeting plan in the future.

7.4 Summary and Conclusions

This review has shown that the targeting plan in the 40/40/20 buildings are generally being met, although there appears to be a "deficit" in the deep core tenants. This finding is the opposite of what some staff expressed in the focus group discussions, namely, that tenants were getting into Cityhome as shallow subsidy tenants and then falling into deep need categories.

The Tenant Services section has been placing increased emphasis on improving tenant selection procedures through the computerized tenant selection process and the centralizing of waiting lists. However, there are still many areas which need to be addressed, such as ongoing monitoring of income profiles and an enhanced system of monitoring the targeting plan.

8.0 OTHER COMPARATIVE INDICATORS

In this section we examine other indicators of the effects of social mix. In particular, we will look at maintenance costs and briefly at incidents involving safety and security.

8.1 Maintenance Costs

8.1.1 Introduction

In the course of the staff focus group sessions the perception was raised that the tenant mix in the 40/40/20 buildings generated more work than in the 56.1 buildings. To test the validity of this premise an analysis of the costs of maintenance under the two programs was carried out.

8.1.2 Methodology

The operating statements from January to October 1990 were analyzed for the seven 40/40/20 buildings and the six comparable 56.1 buildings used throughout the study. At the outset of the study attempts had been made to match the 40/40/20 buildings with comparable 56.1 buildings. This included matching structure, size, number of units, mix of units and location. However, on average 56.1 building are 5.5 years older and it is apparent that this age difference would affect certain operating costs.

To allow for comparison across programs, the maintenance costs were taken from the operating statements and standardized. Two methods for standardization were used. The first method looked at the costs/square foot. Under this approach the total costs were divided by the total number of square feet to give a measure of the total costs per square foot. The second method used was the international rental unit management system. Under this method a bachelor unit is the equivalent of 2.5 rentable rooms; a one bedroom 3.5 rentable rooms; a two bedroom 4.5 rentable rooms and so on. Once the total number of rentable rooms in a project has been calculated the total costs are then divided by this figure to give the total costs per rentable room.

The next step in the analysis was to compare the overall costs between the two programs. Because of the age differences of the buildings, a number of the accounts will

be affected by this. However, as part of the analysis those accounts within the overall budget with components which should not be affected by the age of the building were examined separately. These include: operating supplies, general service–maintenance and tenant damage recoveries.

8.1.3 Findings

The results of the analysis are shown in Table 29 on the following page.

According to the calculations the overall maintenance costs were higher in the 40/40/20 buildings compared to the 56.1. Using the cost per square foot calculations the costs were 10.7% higher ($0.92/ sq. ft in the 40/40/20 buildings compared to $0.83 in the 56.1 buildings). Using the rentable room (rr) calculations the overall costs in 40/40/20 buildings were 4.6% higher ($205.32/rr in 40/40/20 buildings compared to $196.24/rr in 56.1 buildings).

These findings are contrary to what one would expect given the 56.1 buildings are older and therefore should have more maintenance– related expenses as a result of aging. If one were to look specifically at those accounts which should not be affected by the age of the building (operating supplies, general service–maintenance and tenant recoveries), it would appear that the differences in costs become even more accentuated.

8.1.4 Accounts Not Affected by Age

According to the account descriptions (see Appendix E) there are three accounts included in the Operating Statements which have components which should not be significantly affected by age. These include: Operating Supplies, General Services–Maintenance, and Tenant Damage Recoveries. Each of these accounts are examined in greater detail below:

Table 29
Cityhome
Maintenance Cost Comparison

	40/40/20 Cost/sf.	56.1 Cost/sf.	Variance	Variance %	40/40/20 Cost/rr	56.1 Cost/rr	Variance	Variance %
Operating Supplies	0.17	0.05	0.13	279.6%	38.07	10.61	27.45	258.7%
Construction Materials	0.11	0.09	0.03	33.1%	25.59	20.35	5.25	25.8%
General Equipment	0.05	0.02	0.03	198.7%	10.50	3.72	6.78	182.3%
Appliances*	0.00	0.00	0.00	531.8%	0.25	0.04	0.20	497.0%
Household Furniture & Fur	0.01	0.00	0.01	3490.8%	2.19	0.06	2.13	3293.3%
General Maintenance & Ren	0.10	0.13	-0.03	-23.2%	21.55	29.71	-8.15	-27.4%
Elevator Service & Inspec	0.07	0.04	0.04	111.2%	16.58	8.31	8.27	99.6%
Sprinkler & Alarm Service	0.02	0.02	0.00	26.3%	4.30	3.60	0.70	19.4%
Janitorial Services	0.00	0.01	0.00	-52.3%	0.56	1.25	-0.69	-54.9%
Appliance Repairs	0.01	0.01	0.00	-22.5%	1.20	1.64	-0.44	-26.8%
Pest Control*	0.00	0.00	0.00	-5.5%	0.87	0.97	-0.10	-10.7%
Electrical Repairs & MTCE	0.04	0.05	-0.01	-15.0%	9.28	11.55	-2.27	-19.7%
Plumbing Repairs & MTCE	0.03	0.04	-0.01	-32.9%	6.33	9.99	-3.66	-36.6%
Roofing Repairs & MTCE	0.00	0.01	0.00	-67.6%	0.46	1.52	-1.05	-69.4%
Heating Repairs & MTCE	0.04	0.06	-0.02	-28.8%	9.76	14.50	-4.74	-32.7%
Construction Repairs & MT	0.08	0.13	-0.05	-39.3%	18.11	31.57	-13.46	-42.6%
Painting	0.05	0.11	-0.06	-57.6%	10.31	25.75	-15.45	-60.0%
Waste & Snow Removal	0.02	0.00	0.02	0.0%	5.50	0.00	5.50	0.0%
Landscaping	0.03	0.02	0.00	4.1%	5.58	5.66	-0.09	-1.6%
General Services – Mainte	0.09	0.07	0.02	35.0%	19.73	15.46	4.27	27.6%
Major Impovements*	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
Tenant Damage Recoveries	-0.01	0.00	-0.01	7475.0%	-1.40	-0.02	-1.38	7058.4%
Total	0.92	0.83	0.09	10.7%	205.32	196.24	9.09	4.6%

* Costs for these items are less than $.01 on a square foot basis and appear as 0.

Operating Supplies

According to the Account Description, Operating Supplies should be charged with the cost of supplies used by site staff, maintenance servicemen, and grounds-keepers. This includes: janitorial and related supplies, uniforms and other clothing, power and hand tools, rock salt and gasoline for on-site equipment.

Although it is evident that some of the requirements would vary significantly from site to site, the argument could be made that the janitorial and related supplies should be somewhat consistent across the sites. Therefore, in looking at the cost differences in the operating supplies, only those expenses relating to janitorial and everyday household supplies (e.g. light bulbs) were used in the analysis.

According to the analysis of these expenses, based on the cost per square foot calculations, janitorial-related supplies were 51% higher in the 40/40/20 buildings compared to the 56.1 (or 43% higher using the rentable room calculations)

It is possible the tenant mix could be a contributing factor to the higher costs (i.e. a higher r.g.i. component in the building could mean that more tenants are at home during the day which in turn could mean that more janitorial work is created for staff).

General Services-Maintenance

According to the account description provided, costs in this account include fees and charges for project-associated expenditures such as towing of cars, courier and delivery services, and security services.

It was felt that expenditures for both towing and security should be included in the analysis. However, expenses for the courier and delivery services were excluded.

Overall, towing and security accounted for almost 98% of the expenses recorded in this account. Based on the analysis, costs for towing were 14% higher (based on the rentable rooms calculations) in 56.1 buildings compared to 40/40/20 buildings. Such findings are consistent with what one would expect given that a higher proportion of the residents in 56.1 buildings own cars.

As for the expenses related to security, the analysis revealed that costs were almost 12% higher (based on the rentable room calculation) in 40/40/20 buildings compared to the 56.1. Part of this cost difference can be explained by the differences in the security requirements. According to Intellegarde's records, they provide service to five of the 40/40/20 sites examined in this study and three of the 56.1 buildings. Because of the additional security requirements for 40/40/20 buildings the difference in costs becomes more understandable. However, it would be necessary to consider what factors have necessitated additional security in the 40/40/20 buildings before discounting these cost variances.

Tenant Damage Recoveries

Finally, there were significant differences in the tenant damage recoveries when the two are compared. This account is used to offset expenses which are directly related to damages caused by tenants (it is not a receivable account). According to the cost comparisons it would appear that costs for tenant damage recoveries are approximately $0.0063 per sq. ft. in 40/40/20 buildings compared to the $0.0001 in 56.1 buildings, i.e. 7069% higher! Similarly, using the rentable room calculations the costs are approximately $1.40 per rentable room compared to the $0.02 in the comparable 56.1 buildings, or 6200% higher.

Summary

Based on those accounts for which it is possible to distinguish between the effects of age and other factors, it would appear that costs are somewhat higher in the 40/40/20 buildings. The differences between 40/40/20 buildings and 56.1 for operating supplies are significant (51% higher in 40/40/20 on a /sq. ft. basis) and much higher in 40/40/20 buildings for tenant damage recoveries (more than 6000%).

8.1.5 Conclusions

Overall the findings from the analysis of the operating statements do indicate that the operating costs are higher in 40/40/20 buildings compared to 56.1. This is contrary to what one would expect given 56.1 buildings are older, and many of the operating costs are age related. Furthermore, in those accounts where costs would be primarily age-

related, the findings are consistent with what one would expect (i.e. operating costs are higher in the 56.1 buildings for: appliance repairs, pest control, electrical repairs, plumbing repairs, roofing repairs, heating repairs, and construction repairs). The differences seem to be occurring in the tenant-related accounts such as tenant damage recoveries, janitorial supplies, and security (where age should not be a factor). Such findings clearly have implications for management, and in fact, help to support staff perceptions that there are differences in the 40/40/20 buildings compared to 56.1.

It should be noted, however, that statistical tests were run on these operating costs (because only a sample of 56.1 buildings were compared to all 40/40/20 buildings). Using these tests, the only significant differences were for the tenant damage recoveries. Obviously, this area needs to be further monitored to determine the real impact of the 40/40/20 targeting program on maintenance costs.

8.2 Safety and Security Matters

In order to find out if there were any real differences involving safety and security in the 40/40/20 buildings compared to 56.1 buildings, reports of Intellegarde were examined. Approximately three years ago Intellegarde started to provide security to certain Cityhome properties. Currently, Intellegarde provides security services to 20 different developments in the Cityhome portfolio.

Intellegarde's records of occurrences for 1990 were examined for the 40/40/20 buildings and the 56.1 buildings used in this study. However, information was available only for the following buildings: 25 Elm Street, 176 the Esplanade, 575 Adelaide (the 56.1 buildings), 111 Chestnut, 679 Queen's Quay, 25 Bishop Tutu, and 33 Coatsworth (the four 40/40/20 buildings). In addition to not having a complete sample for the purposes of comparison, there was an additional problem in that Intellegarde's records were incomplete for 1990. Therefore, where occurrences were available, these were translated into a monthly rate to make comparisons possible.

Occurrences were recorded and grouped into the following categories: youth/gangs, trespassers, weapons, domestic/tenant disputes, noise complaints, uncontrolled children, disruptive behaviour, drugs, vandalism, break-in/attempts, loitering in the stairwells, security door propped open, assault and other.

The analysis resulted in rates of occurrences which were higher in the 40/40/20 buildings overall. In particular the rate of occurrences of youth gang/trespassers, domestic/tenant disputes, noise complaints/uncontrolled children and break-in attempts was higher in the 40/40/20 buildings while occurrences of disruptive behaviour, drugs, vandalism and loitering in the stairwells were found more frequently in 56.1 buildings. Conclusions are, however, difficult to make based on this data because of the small sample, the skewing of incidences because of problems in the Bathurst Quay area and the lack of consistent monthly records available.

Over the 1990 period (taking into account the incompleteness of the records), there were 148 separate incidences in total. These events lend credibility to the concerns expressed by tenants, although further research would be needed to determine if the rate is higher in Cityhome buildings than in other buildings in similar neighbourhoods or if the rate or type of occurrences are any different in the 40/40/20 buildings compared to the 56.1 buildings.

8.3 Summary and Conclusions

The above analysis has shown that in one area, maintenance costs, there is strong evidence of higher costs as a result of the higher level of r.g.i. tenants. However, even in this area, more analysis would be required to determine the level of these differences and how widespread this difference is in non-age related categories. Data on security incidences was too limited to draw any firm conclusions and further research of security records, Cityhome records and complaints and police responses would have to be examined over time before determining if the high levels of concern noted by tenants in the survey were warranted. Nevertheless, the number of incidences reported reveals that tenants' perceptions are based on real events and are thus not just perceptions. However, more in-depth research is needed on the security issue prior to drawing conclusions about the seriousness of these occurrences, or the relative frequency of these incidents in 40/40/20 buildings compared to 56.1 buildings.

9.0 SUMMARY OF FINDINGS AND RECOMMENDATIONS

In this section of the report, the findings of the study and recommendations which arise out of those findings are presented. Because of the exploratory nature of this research and the difficulty of reaching definitive conclusions in certain areas, a number of the recommendations will involve the need for further research and ongoing monitoring.

9.1 Findings

The results of the study are organized according to the major study questions as they were defined earlier in the study process.

1. Are there significant differences in the tenant profiles in the two different projects?

One of the major study questions was to identify whether or not there were any significant differences in the tenant profiles of the 40/40/20 and the 56.1 programs. While one would expect major differences because of the more targeted program, the study sought to identify if the 40/40/20 targeting program was resulting in a different type of r.g.i. tenants.

Our findings with respect to the tenant profile were based mainly on the mail–out survey. The tenant profile was compared to the Cityhome tenant data base for 40/40/20 tenants and 56.1 r.g.i. tenants and found to be representative in the areas of household type, gender and age. The only area where the survey results were not as representative was for tenants' incomes, particularly for 40/40/20 r.g.i. tenant incomes (which were lower than in the Cityhome tenant data base). This was partially due to a large number of "no responses" in the survey to the income question as well as possibly to some concern from tenants about the income data being used as a basis to increase rents. Adjustments were made, therefore, to incomes based on available information from the Cityhome tenant data base.

The survey of tenants did reveal significant differences in both income and household type between the two programs. Incomes of tenants were considerably lower in the 40/40/20 buildings and this difference was maintained when household size was controlled. Our findings (based on information from both the survey and an analysis of

Cityhome's tenant data base) shows that the median incomes of tenants in the 56.1 program was over one and a half times that of the median income of tenants in the 40/40/20 program. ($28,000 compared to $17,900).[3] These differences were maintained for various household sizes, but disappeared when both r.g.i. and market tenants of the same household size were compared.

In addition to differences in incomes, tenants in 40/40/20 buildings were more likely to be single person households or single parent households and more likely to be female. Differences in education and employment status were also observed.

Most of the above differences disappeared when r.g.i. tenants were compared in the two buildings. Thus, these differences were a direct reflection of the higher proportion of r.g.i. tenants in 40/40/20 buildings, not to a different type of r.g.i. tenant in the 40/40/20 program.

There were also differences in terms of employment status. In particular, a smaller proportion of 40/40/20 tenants were working full-time compared to tenants in 56.1 buildings. Close to a third of 40/40/20 tenants were unable to work due to a disability (compared to less than 10% in 56.1 developments). While market tenants had similar employment profiles in both types of developments, there were differences between r.g.i. tenants. R.g.i. tenants in the 40/40/20 developments were less likely to be employed on a full-time basis and more likely to be unable to work due to a disability than 56.1 r.g.i. tenants.

Over a third of 40/40/20 tenants were receiving provincial social assistance or welfare compared to just over 10% of 56.1 tenants. When controlled by r.g.i. and market tenant status, differences in source of income were generally no longer present.

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[3] Because the reported incomes from the survey for the 40/40/20 were lower than those obtained from Cityhome's tenant data base (especially for r.g.i. tenants), the median incomes from the Cityhome tenant data base have been compared to median incomes from the survey for 56.1 tenants. (A comparison of survey results to the tenant profile from the Cityhome tenant data base showed the survey responses for 56.1 r.g.i. incomes and 40/40/20 market rent incomes were fairly accurate.)

Thus, there appears to be considerable differences between 40/40/20 and 56.1 tenants in terms of income, household type, size, education and employment status. However, most of these differences simply reflected the larger proportion of r.g.i. tenants in the 40/40/20 buildings. R.g.i. tenants, however, in the 40/40/20 buildings were more likely to be unable to work due to a disability than 56.1 r.g.i. tenants.

2. Has the income mix been achieved over time?

An examination of 40/40/20 tenant incomes based on Cityhome's database revealed that the targeting plan has by and large been adhered to over time. Just under twenty percent of Cityhome tenants are in the market category and the rest in various r.g.i. categories. An analysis was undertaken of the distribution of incomes according to the different need categories with the following results: deep core (38%), shallow core (41%), non-core (4%) and market (19%) categories.

Thus, while the 40/40/20 targeting plan income mix is generally being achieved, there are a couple of areas which need to be addressed. Firstly, it appears that over time the deep core need category seems to be declining from the original 40% level at "rent up". Secondly, it was anticipated that there would be more of an even split in the 40% shallow subsidy category between shallow core and shallow non-core subsidy tenants, i.e., to have a "smoother" transition between various income categories. However, this is not happening and there appears to be a shortfall of shallow non-core subsidy tenants.

An examination of the income distribution in the 40/40/20 program shows a concentration of incomes in the lower income categories (57% of all 40/40/20 tenants had incomes below $20,000). This distribution is primarily the result of the higher proportion of r.g.i. tenants, not the result of any major differences in the income distributions of r.g.i. tenants in the two programs. However, the higher proportion of r.g.i. tenants does result in higher numbers of low income single persons and other low income households.

The median incomes for 40/40/20 r.g.i. and 56.1 r.g.i. tenants were very similar, although they varied slightly by household size. R.g.i. tenants in 40/40/20 developments had slightly lower median incomes than 56.1 r.g.i. tenants when compared by household size, except for single person households. (Differences ranged from $1,000 to $2,400 depending upon household size).

The City has an adopted policy that 80% of Cityhome tenants must have incomes below the City median income by household size. Our analysis revealed that when the median incomes of 40/40/20 tenants are compared to City of Toronto household incomes by household size, this policy is more than being met in all cases except single person households.

3. What differences exist in the level of project acceptability among tenants, surrounding residents and staff between the 40/40/20 buildings and 56.1 buildings?

Tenants

Tenants were asked a number of questions about their level of satisfaction with their dwelling and the development in which they lived. Generally speaking, there was a great deal of similarity in the levels of satisfaction among tenants in the two different programs. For the most part, tenants in 40/40/20 and 56.1 had high levels of satisfaction with their dwelling, rated highly the quality of life in their development and were generally satisfied with the management of their building.

However, there were a couple of areas where attitudes differed. Firstly, tenants in 40/40/20 were more concerned about safety and security issues. This concern came through in the surveys, personal interviews and open-ended part of the mail-out questionnaire. While this was to a large extent due to the larger proportion of females in the 40/40/20 sample, female tenants in 40/40/20 developments were more concerned about these issues than female tenants in 56.1 developments.

Secondly, tenants in 40/40/20 developments were more likely to have experienced problems with other tenants due to disruptive or aggressive/threatening behaviour. These concerns came through in both the survey and the personal interviews.

Surrounding Residents

There were virtually no differences in project acceptability among residents close to 40/40/20 and 56.1 buildings. Approximately half of residents were unaware there was a Cityhome building in their neighbourhood. Of those who were aware, the majority thought the building had no impact on their neighbourhood or they had no opinion. Concerns

seemed to focus on design and parking, rather than on problems with Cityhome tenants. Residents around 56.1 buildings were more likely to have experienced problems from Cityhome buildings due to parking and traffic than those in 40/40/20 buildings. Almost a quarter of residents around the 40/40/20 and 11% around the 56.1 buildings thought Cityhome buildings had a positive impact on their neighbourhood.

A substantial minority of surrounding residents thought that Cityhome needed to improve its community relations with local residents. The ways mentioned most frequently were more consultation prior to development and through better communications around Cityhome's policies and programs.

Staff

Two focus groups were held with property management staff, tenant relations officers, superintendents, tenant placement officers and rent supplement staff to discuss differences between working with the two different programs. Despite a recognition by most staff concerning the need for a more targeted program to meet the demand for assisted housing, a number of staff had some serious reservations about the 40/40/20 program. For example, some felt that there were higher levels of wear and tear in 40/40/20 buildings, that there was some resentment of market tenants towards r.g.i. tenants, that there were more demands on limited staff and that there were more tenants who needed special assistance or whose actions necessitated staff intervention.

Some staff also expressed concern that Cityhome was not meeting its mandate of serving the working poor and that it was becoming more like public housing. There was a general consensus that the higher level of r.g.i. tenants, especially those with problems, put more demands on tenant relations officers. It was felt that the number of tenant relations officers had not kept up with the increased size of Cityhome's portfolio or the increased demands on them from the more targeted program.

4. What effect does social mix have on social interaction and neighbouring ?

The survey indicated little appreciable difference in the level of social interaction between tenants in the two different types of programs. The majority of tenants in both programs thought their building was friendly. About half of the tenants in both types of buildings

socialized with other tenants and about half rarely socialized with other tenants. Through the personal interviews, we found that market tenants were less likely to socialize with other tenants because they were too busy or had their own circle of friends.

In the personal interviews, tenants were asked whether they liked the idea of income mixing in their building. Most respondents were positive or had a neutral opinion; only a small percentage had a negative opinion. R.g.i. tenants in 40/40/20 buildings were more likely to support the idea of social mix because it did not "ghettoize the poor" and because they felt it was more interesting living in a mixed building. A number of tenants, however, qualified their support by saying that the proportion of subsidized tenants was too high and expressed concerns about difficult or "problem" tenants.

Only a minority of tenants turned to their neighbours for assistance in various ways (borrowing things, looking after their apartment, babysitting, for advice on personal matters, etc.) and there were little differences among tenants in the two types of programs. The vast majority of tenants would not turn to their neighbours for assistance.

Tenants were asked if there were other people in their building with whom they had problems. Tenants in 40/40/20 developments were more likely to have had problems with other tenants whose behaviour was disruptive or who were aggressive or threatening to other tenants. These types of concerns affect a tenant's sense of security and feelings towards other people living in his or her development.

5. Is the 40/40/20 program administratively more difficult?

Earlier on in the study, staff involved in tenant selection expressed concerns about how to select tenants on an ongoing basis to ensure that the targeting plan was being met. Since the study began last April, significant improvements have been made through computer applications to the tenant data base and to tenant selection procedures, such that staff are now aware of whether or not there is a "deficit" within a certain group of tenants (deep core, etc.) and this dictates who should get a vacant unit. Furthermore, the centralization of the tenant selection procedure should ensure ongoing consistency in tenant selection throughout the Cityhome 40/40/20 developments.

Cityhome tenants have traditionally been selected on the basis of first come first serve (especially r.g.i.tenants) and this continues to be the case in buildings other than those developed since 1986. The 40/40/20 program has created in essence three waiting lists – each with different turnover rates. According to staff, this has raised some concern among tenants regarding why some tenants are being accommodated more quickly than others. This concern can result, for example, because there is higher turnover among shallow subsidy tenants than among deep subsidy tenants.

Clearly, the 40/40/20 program is administratively more difficult, particularly when dealing with large numbers of people on waiting lists as is the case for Cityhome. The present tenant and waiting list data base management system still needs to be enhanced to allow for the necessary monitoring of the income mix.

6. Are changes needed to the tenant selection procedures?

Under the existing tenant selection process, there is limited assessment of a household's characteristics other than household income and previous rental payment record. While Cityhome offers some support services through tenant relations officers, this is mainly in the form of referral and linkages to existing services. Generally, Cityhome provides housing for tenants who are capable of living independently, although tenants (like all people) may from time to time link up with social services in the community.

A more careful tenant interviewing process prior to placement might help to identify tenants who have special needs who could be brought to the attention of tenant relations officers. In addition, the interviewing process could help to identify tenants who are not capable of living independently.

A number of tenants and staff feel that Cityhome should spend more time during the tenant selection procedure identifying tenants with special needs so difficulties can be better dealt with when they arise. It has been suggested that tenants should be required to produce better income verification documentation, that previous landlords should be contacted regarding antisocial behaviour, and that at the very least, tenants should be asked whether or not they have problems which may require them to be brought to the attention of tenant relations officers. Any tightening up of the interviewing/tenant selection procedures must be done in a way which respects the individual rights of applicants.

7. Are maintenance costs higher in 40/40/20 versus 56.1 buildings?

An analysis of 1990 maintenance costs for seven 40/40/20 buildings and the six comparable 56.1 buildings was undertaken. An initial analysis examined maintenance costs overall followed by a separate analysis of accounts which were not age-related. (The reason for excluding age-related accounts was that 56.1 buildings were generally older and, therefore, could be expected to have higher expenses for those categories related to age.) The analysis was undertaken on the basis of a square foot comparison and on the basis of standard rentable room measures.

According to these calculations, overall maintenance costs were 11% higher in the 40/40/20 buildings compared to 56.1 buildings. This is the opposite of what would be expected given that the 56.1 buildings are older and therefore, should have more maintenance-related expenses as a result of aging. When specific accounts not related to age were examined (operating supplies, general services - maintenance and tenant damage recoveries), costs were between 32% higher (on a costs per square foot basis)and 25% higher (on a rentable room basis) in 40/40/20 buildings. While these findings seem to support the concerns of staff regarding higher maintenance in the 40/40/20 program, a larger sample of developments needs to be examined through ongoing monitoring. However, on at least one item, tenant damage recovery, the differences were statistically significant.

8. Are changes needed to management and services provided in 40/40/20 buildings?

While tenants were generally very satisfied with management of their development, the study did indicate some areas where management should be improved in response to the more targeted program.

Safety and Security

As was noted earlier, one of the major ways in which tenants' attitudes in the two programs differed was in relation to safety and security. This was an area of management where tenants (especially 40/40/20 tenants) noted that improvements should be made. Further analysis was undertaken of Intellegarde reports for 1990. (Intellegarde

provides security to certain Cityhome properties.) Information on numbers and types of occurrences was analyzed for four 40/40/20 developments and three 56.1 developments. Based on this review, 40/40/20 buildings had a higher level of incidences; however, this result was skewed by the high level of incidences from Bathurst Quay.

Unfortunately, due to the limited nature of the available information, it has been difficult to come to any firm conclusions about the comparative level of occurrences in the two types of programs. Further research on this question is needed through ongoing monitoring of Intellegarde reports, other Cityhome reports, and reporting of crimes and calls to the Police Department.

Safety and security concerns are an issue in 40/40/20 and 56.1 developments (and probably across the whole portfolio and, indeed, across the City). Therefore, this issue needs to be addressed within the context of other measures being undertaken by Cityhome to deal with this issue taking into account, however, the particular profile of residents (the high proportion of females, in particular) in 40/40/20 buildings and their specific concerns about safety and security.

Increased Levels of Support Services

While it was not possible within the context of this study to verify if tenants in the 40/40/20 developments were placing higher demands on tenant relations officers, this was the perception of staff. Again, ongoing monitoring would be needed to verify if tenant relations staff spend more time with 40/40/20 tenants than 56.1 tenants. The Tenant Needs Assessment Study will assess in more depth the support service needs of tenants in the Cityhome portfolio.

Nevertheless, the profile of tenants in the 40/40/20 buildings with the larger concentrations of tenants not participating in the work place suggests there may be an opportunity to consider providing skills development programs (employment and life skills) to tenants in the more targeted program as well as to increase support to community development efforts, particularly those involving tenant organizations, so tenants can better help themselves.

Increased Tenant Involvement in Management

A review of the literature has shown alternative management approaches such as facilitative management (which involves higher levels of tenant involvement in management) have been used effectively with tenants with special needs. Other alternative approaches with resident involvement which have been used in North America and Britain seem to result in the same or lower costs but have other non–economic side benefits in terms of increasing tenants' confidence, sense of dignity and sense of control over their destiny.

Programs for Children and Teens

While not exclusive to 40/40/20 buildings, there appears to be a need to provide more facilities and programs for children and teenagers on the site or in the neighbourhood in which Cityhome buildings are developed.

9. Are changes needed to building design?

The study identified the need for increased opportunities for socializing and interaction, e.g., in lobbies or in a common room. This is particularly important in view of the large numbers of tenants who do not work and could participate in a variety of educational and recreational programs. A major change required, again not limited to the 40/40/20 program, is to improve facilities for children and teens and, finally, to improve soundproofing between units.

In conclusion, this study has shown that the income mix in the 40/40/20 targeting plan is working well. There are, however, some issues which need to be addressed in order for the social mix to continue to work – safety and security concerns and tenants with problems. R.g.i. tenants seem to derive some benefit from living in mixed developments, even though that mix is more targeted than under the previous 56.1 program. The more targeted program seems to be well accepted by adjacent neighbours. The study does not recommend any change to the income mix, except to consider increasing the proportion of shallow non–core tenants in 40/40/20 developments. A number of suggestions are made below with regards to enhancing the management of the more targeted program.

9.2 Recommendations

(i) Tenant Selection and Targeting

Ongoing Monitoring of Targeting Plan

In order to ensure that the targeting plan is being met in the 40/40/20 buildings, a computer mechanism has been set up to select tenants to fill vacancies. This system takes into account the changing nature of incomes of tenants living in the building who may have changed from one income category to another over time. By selecting tenants to fill "deficits" in particular categories, the income mix should be achieved on an ongoing basis. The status of the 40/40/20 portfolio in terms of the various income mixes should be submitted both to staff involved in management and to policy staff on a regular basis. This may alleviate misperceptions about the income mix which is being achieved.

Appropriate Social Mix

While the targeting plan is generally being met, staff should consider ways of increasing representation in the shallow non-core category. The study showed that the more targeted program is resulting in a concentration of certain households with particular characteristics as one would expect. While one could strive for more of a balance between working poor and those on government assistance or a greater balance between families and single persons, any attempt to achieve a social mix other than through the general targeting plan could be viewed as being discriminatory compared to the current system of first come first serve (within defined need categories). The study does not recommend any changes to the current targeting program to artificially achieve a social mix with certain characteristics.

Identifying Tenants with Problems

The study has identified concerns raised by tenants and staff regarding tenants with problems. This raises a fundamental question of whether Cityhome should have a more careful selection procedure which would identify some of these problem tenants. This could be done through the interviewing process, by contacting past landlords, etc. On the other hand, any changes to tenant selection must be done in a way which takes into

account human rights issues and rights to privacy.

To assist Cityhome respond to problems which may arise from certain tenants, it would be appropriate for staff to better identify those with special needs or emotional/behavioural problems whose disruptive behaviour can negatively impact on other tenants. This would require careful and sensitive interviewing as people have a right to privacy; however, some tenants may be more forthcoming about their problems (whether these are related to physical or mental health problems). Where ex-psychiatric patients are referred to Cityhome through other agencies, that agency should provide support as needed.

Informing Tenants About Cityhome Policies

It has been pointed out for example, that during the tenant selection process, tenants should be made more aware of Cityhome's policies and procedures, tenant organizations, and the role of various staff (tenant relations officers, superintendent, etc.).

Recommendations

1) The current targeting plan of 40/40/20 should continue to be used, although consideration should be given to increasing representation in the shallow non-core categories.

2) The tenant interviewing/selection process should be strengthened through increased efforts at communicating Cityhome's policies, procedures, services and the roles of various staff members to tenants.

3) The interviewing/selection process should also be used to identify tenants with special needs while respecting the individual's right to privacy.

4) Improvements should continue to be made to the computerized tenant selection process to ensure that the 40/40/20 targeting program is being met on an ongoing basis.

5) The social mix in 40/40/20 Cityhome developments should continue to be monitored in terms of household type, income mix and the achievement of the targeting plan. A brief monitoring report on the targeting plan should be prepared annually and submitted to the Board.

(ii) Safety and Security

Given the high level of concerns discovered in this study regarding security and safety, the findings of this study should be further examined by Cityhome, with particular attention given to the relationship between gender and concern over safety and security.

Furthermore, tenants need to be involved in any potential solutions dealing with safety and security measures to ensure that these reflect local concerns and profile of the tenants in a particular building. Options for addressing safety and security issues include setting up tenant committees on safety and security, improved electronic surveillance and setting up a "hot" line for emergencies. Because of the high levels of concern around safety and security observed in this study, these concerns should not be ignored or they could undermine what appears to be a social mix that generally works well.

Recommendations

6) The high level of concern around safety and security issues identified in 40/40/20 developments needs to be addressed by Cityhome.

7) Additional research on the level and the type of safety and security incidences as well as the relationship between gender and concern about safety and security, should be undertaken to assist in the development of appropriate responses by Cityhome.

8) Tenants should be involved in any potential solutions dealing with safety and security issues to ensure that such solutions reflect local concerns.

(iii) Management Response

Improved Training

Cityhome needs to communicate better the goals of the income mix in the 40/40/20 program to staff. Also, there seem to be a number of misconceptions about r.g.i. tenants which need to be addressed. The 40/40/20 program results in increased demands on staff for which they may not be equipped. This could be partially alleviated through special training to deal with "problem" tenants, emergency and security issues.

Increased Levels of Staffing

The targeting plan has resulted in a larger number of tenants in Cityhome buildings with problems; yet the number of staff linking tenants to support services and assisting with community development has not increased at the same level. It is recommended that further research and monitoring be undertaken to identify if 40/40/20 buildings are placing greater demands on tenant relations officers. In the future, greater emphasis should be placed on providing and training staff who can assist tenants to link up with social and community services and who will assist tenants with community development as discussed below.

Increased Support to Tenant Activities

A review of the literature has shown that management approaches which involve tenants in identifying and solving their own problems have more long term benefits. One such approach, "facilitative management", has been used fairly successfully by a number of organizations dealing with the "hard to house".

Cityhome has a core of active tenants and it is recommended that increased support be given to tenants' organizations, particularly in 40/40/20 buildings. Tenants can work with other tenants to develop effective organizations to identify residents' needs, develop educational and training programs, social and recreational programs and provide a vehicle for community development. In some social housing developments, tenants have also created local employment through a variety of initiatives.

Recommendations

9) Improvements to staff training are needed to better communicate the goals and objectives of the 40/40/20 targeting program and the resulting social mix as well as to better prepare staff to deal with increases in difficult situations which may arise due to the higher concentrations of tenants with problems.

10) Through the Tenant Needs Assessment Study, a more definitive assessment of support service needs of 40/40/20 tenants and an appropriate strategy and role for Cityhome should be developed.

11) A review of the literature has shown that management approaches which involve tenants in identifying and solving their own problems have long term benefits. Cityhome should work with tenants in 40/40/20 developments to identify residents' needs, develop appropriate programs and services and the role of tenants in management.

(iv) Areas for Further Research

Because of the high proportion of tenants living in the 40/40/20 buildings who are not participating in the workforce, it may be appropriate to set up training and educational programs, either through Cityhome or through the Ontario Ministry of Skills Development, Canada Employment and Immigration, local community colleges and universities. Further research on the appropriate types of programs, the form of delivery mechanism and the role of Cityhome in such programs is needed.

This study and the literature review which was undertaken indicate that there is still considerable ambiguity about the effects of social mix on tenant satisfaction. This study was limited to a review of the effects of social mix in two different types of Cityhome buildings – those with a more highly targeted program and those where only a quarter were r.g.i. tenants. An area of further research would be to undertake comparative research across other types of buildings including public housing, private non–profit housing, co–operatives and tenants in private sector housing.

Ongoing research is needed with regards to maintenance costs in the 40/40/20 developments and in the more targeted non–profit program.

Recommendations

12) Further research is needed on the larger question of income mix in social housing. A larger scale evaluation of the more targeted non–profit program should be undertaken by the Province once the program has been in place for a longer period of time.

13) Cityhome should investigate the potential to provide for education, employment and skills development programs for tenants who wish to upgrade their life skills or re-enter the work force.

14) Ongoing research and monitoring is needed with regards to maintenance costs of 40/40/20 developments.

(v) Design

The study also points to increased emphasis on community space where people can socialize and participate in various recreational and social programs (given the larger numbers of people who are not working). Other design considerations include better facilities for children and teenagers (or locating Cityhome buildings where these are present in the community). Finally, perhaps certain groups (particularly families with children) should be located physically in different locations from single adults and soundproofing should be improved.

Recommendations

15) The increased number of tenants not working and the increase in the number of tenants with special needs suggests that there is an increased need for community space within Cityhome buildings (meeting rooms, activity rooms, etc.) or in adjacent social and community facilities.

16) The higher number of single parent families in 40/40/20 developments also indicates a higher demand for facilities for children and teens than in other Cityhome developments.

17) The potential for physically separating certain groups from one another (e.g., children from adults, etc.) should be examined.

(vi) General Public Relations

Cityhome also needs to convey the goals and objectives of the non-profit program to the public as well as to educate the public about housing needs in the City. Such efforts are needed on an ongoing basis as well as during the development of a project.

Recommendations

18) Cityhome should continue in its efforts to convey to the public the goals and policies of Cityhome and the non–profit housing program as well as to educate the public regarding the need for assisted housing in Toronto.

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APPENDICES

APPENDIX A:

NEED CATEGORIES

Non-Profit Housing Need Categories

The non-profit housing program calls for targeting plans. Although variations are made to account for local housing market attributes the basic framework is as follows: 40% of units in each project are for the "neediest" with the remaining 60% targeted to serve households in various level of need. The following defines the major categories of need in the Provincial non-profit program.

Need Categories

<table>
<tr><td colspan="3">RENT-GEARED-TO-INCOME</td><td rowspan="3">MARKET RENT</td></tr>
<tr><td colspan="2">CORE NEED</td><td rowspan="2">NON-CORE NEED

RGI</td></tr>
<tr><td>Deep Need</td><td>Shallow Need</td></tr>
</table>

I) Core Need:

Based on average rents for various unit sizes Canada Mortgage and Housing Corporation has identified the maximum income required to afford suitable and adequate accommodation within a given market area.

To be considered eligible for a core need housing unit, an applicant must:

1. Have an annual household income that falls below the Core Need Income Threshold (CNIT) applicable to the required number of bedrooms:

   Core Need Income Thresholds (CNIT) for the Toronto CMA

1 Bedroom	$24,000
2 Bedroom	$28,000
3 Bedroom	$35,000
4+ Bedroom	$44,000

2. pay 30% or more of their annual household income on rent;
   or
   live in over-crowded conditions;
   or
   live in housing that is in need of major repair.

The Core Need has been further subdivided into "Deep Need" and "Shallow Need" as shown below.

i) Deep Core

The "Deep Need" Income Cut-off for non-senior households for 1990 are as follows:

1990 Household Deep Need Income Cut-offs

1 Bedroom	$12,108
2 Bedroom	$16,992
3 Bedroom	$22,236
4+ Bedroom	$27,312

Different Deep Need Income Cut-off apply to senior citizens who live alone or are a childless couple.

1990 Seniors Deep Income Cut-offs

Singles	$10,438
Couple	$17,323

ii) Shallow Core

The shallow core need category is defined by the range between the Deep Need Income Cut-off and the CNIT. The ranges for non-senior and senior households are provided below.

1990 Household Shallow Core Need

1 Bedroom	$12,109 to $24,001
2 Bedroom	$16,993 to $28,001
3 Bedroom	$22,237 to $35,001
4+ Bedroom	$27,313 to $44,001

1990 Senior Shallow Core Need

Singles	$10,439 to $24,001
Couple	$17,323 to $24,001

II) Non-Core Need

This category consists of those households whose income exceeds the CNIT presented above but cannot afford the project market rent/occupancy charge without paying 25% or more of their gross household income on rent/occupancy charge.

III) Market Tenants

Tenants who can afford to pay low end of market rents represent the final category of tenants.

APPENDIX B:

BUILDINGS SELECTED FOR SURVEY

Buildings Selected For Survey

40/40/20 Buildings

Location & Type (year occupied)	Unit Mix
25 Bishop Tutu 679 Queen's Quay	8 bach 147–1 bed 86–2 bed 26–3 bed 1–4 bed 268 Units
Bathurst/ Eglinton (1986 renovated)	12–1 bed 103–2 bed 18–3 bed 133 Units
111 Chestnut st High–Rise Apt. (144)	2 bach 43–1 bed 88–2 bed 11–3 bed 144 Units
1275 Danforth Ave. Apt. Bldg. (1989)	53–1 bed 44–2 bed 12–3 bed 109 Units
75 Dowling (1989)	76–1 bed 48–2 bed 14–3 bed 138 Units
33 Coatsworth Cres. Apt. Bldg. & Townhouses (1989)	32–1 bed 80–2 bed 33–3 bed 145 Units
Total	10 bach 363–1 bed 449–2 bed 114–3 bed 1–4 bed 937 Units

56.1 Buildings

Location & Type (year occupied)	Unit Mix
176 The Esplanade St. Lawrence Neighbourhood Apts. & Townhouses	29 bach 125–1 bed 126–2 bed 23–3 bed 303 Units
145 Elm Ridge Dr. Medium–rise Apt. bldg. (1985)	36–1 bed 17–2 bed 53 Units
25 Elm St. High–rise Apt. Bldg. (1984)	73–1 bed 28–2 bed 101 Units
66 Walpole (1987)	29–1 bed 74–2 bed 17–3 bed 120 Units
575 Adelaide St. W. Medium–rise Apt. Bldg.	52–1 bed 98–2 bed 150 Units
139 Stephenson Stacked townhouses (1983)	10 beds* 30–1 bed 52–2 bed 9–3 bed 101 Units
Total	10 beds 29 bach 345–1 bed 395–2 bed 49–3 bed 828 Units

APPENDIX C:

SURVEY INSTRUMENTS

- Mail-out Questionnaire
- Personal Interview Schedule
- Resident Interview Schedule

Mail-out
Questionnaire

Cityhome
Tenant Satisfaction
Survey

Cityhome Tenant Satisfaction Survey

The City of Toronto Housing Department has hired a private consulting firm, Lapointe Consulting, to undertake a survey of tenants in selected Cityhome buildings. By completing this survey, you can help to ensure that Cityhome is aware of your needs and concerns as tenants. Your co-operation in filling out this survey would be greatly appreciated.

We wish to assure you that all responses will be kept confidential and used for summary purposes only. The identifier number on your questionnaire simply tells us which building you live in.

Should you have any questions or need assistance in completing this questionnaire, please call 323-0807 between 9 a.m. and 5 p.m. and ask for John Meligrana.

Once again, we thank you for your co-operation. Please send the completed questionnaire in the return envelope (no postage is required).

Yours truly,

Linda Lapointe

Linda Lapointe.

Ce questionnaire porte sur le degré de satisfaction des locataires vis-à-vis du logement Cityhome. Si vous souhaitez que les questions vous soient interprétées oralement, appelez le 392-6609 (Haruna Dankaro).

Com este questionário, pretendemos saber se os inquilinos estão satisfeitos com o alojamento Cityhome. Se desejar obter a tradução oral destas perguntas, queira contactar com a senhora Alice Sargento, através do telefone 392-7942.

Il presente questionario chiede agli inquilini se sono soddisfatti degli alloggi Cityhome. Per ottenere l'interpretazione delle domande in italiano, chiamate Haruna Dankaro al 392-6609.

Por medio de esta encuesta pretendemos saber si los inquilinos están satisfechos con el alojamiento Cityhome. Si necesita interpretación de las preguntas, por favor llame a Eli Vieira al 392-0059.

附上問題為調查各租客對多市政府房屋(CITYHOME)所出租的屋宇是否滿意，如閣下想有人代你將問題翻譯成中文，請致電：

MIRANDA CHENG (鄭小姐) 392-0091
392-0092 (國語或廣東話)

About Completing This Questionnaire....

This questionnaire will take about 20 minutes of your time.
Please read each question carefully before answering and check ☑ the correct box which corresponds to your response.
If you wish to make additional comments, space is provided at the end of the questionnaire.

General Questions About Your Dwelling

CHECK THE CORRECT BOX.

1. What type of housing unit do you live in?

CHECK ONE ONLY

- ☐ room
- ☐ bachelor or studio apartment
- ☐ one bedroom apartment
- ☐ two bedroom apartment or ☐ two bedroom townhouse
- ☐ three bedroom apartment or ☐ three bedroom townhouse
- ☐ four bedroom apartment or ☐ four bedroom townhouse
- ☐ other (Please specify)_____

2. How would you describe the building you live in?

CHECK ONE ONLY

- ☐ a low-rise building (4 stories or less)
- ☐ a high-rise building (5 stories or higher)
- ☐ a townhouse attached to other housing
- ☐ detached house
- ☐ other (Please specify)_____

3. Is your apartment unit or townhouse in need of any repairs? (Do not include desirable remodelling, additions, conversions or energy improvements.)

CHECK ALL THAT APPLY

- ☐ **Major repairs are needed** (to correct, for example, leaky roofs, cracked foundations, major cracks in brickwork, damp walls or ceilings, uneven/warped floors, etc.).
- ☐ **Minor repairs are needed** (to correct for example, small cracks in interior walls and ceilings, broken light fixtures and switches, leaking sink, cracked or broken window panes, some missing shingles or siding, some peeling paint).
- ☐ **Only regular maintenance is needed** (for example, painting, leaking faucets, floor refinishing).

4. How long have you lived in your housing unit?

- ☐ less than a year
- ☐ one to two years
- ☐ two to five years
- ☐ more than five years

5. Where did you live before moving into your present housing unit?

CHECK ONE ONLY

- ☐ in another unit in this development
- ☐ in another Cityhome development
- ☐ in another assisted housing development, e.g., a private non–profit, a co–op or a public housing project
- ☐ elsewhere in a private rental building
- ☐ elsewhere in a home you owned
- ☐ no permanent shelter (lived with friends or family)
- ☐ no permanent shelter (homeless or in a hostel)
- ☐ other (Please specify) _____

6. Where was your previous place of residence?

CHECK ONE ONLY

- ☐ in the same neighbourhood
- ☐ elsewhere in the City of Toronto
- ☐ outside of the City, but in Metro Toronto
- ☐ outside of Metro, but within Ontario.
- ☐ outside of Ontario
- ☐ outside of Canada

7. (a) What were your main reasons for moving into your present Cityhome development?

CHECK ALL THAT APPLY

- ☐ previous residence was too small
- ☐ previous residence was too large
- ☐ previous housing costs too high
- ☐ evicted from previous residence
- ☐ wanted a place of my/our own
- ☐ liked the location of the building
- ☐ liked the building/unit
- ☐ wanted to be close to friends and/or relatives
- ☐ only housing available
- ☐ didn't want to lose my chance to get into a Cityhome development
- ☐ disliked previous residence or neighbours
- ☐ other (Please specify)_____

(b) Were you on a waiting list for a Cityhome housing unit?

☐ Yes ☐ No

IF YES, how long were you on the waiting list?

- ☐ under 6 months
- ☐ 6 months to 1 year
- ☐ 1 – 2 years
- ☐ 2 – 3 years
- ☐ more than 3 years

Satisfaction with Current Dwelling

8. How satisfied are you with the following aspects of your dwelling unit?
FOR EACH ITEM BELOW CHECK APPROPRIATE BOX

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
a) The state of repair of your apartment unit or townhouse	☐	☐	☐	☐	☐
b) The size of your housing unit	☐	☐	☐	☐	☐
c) The design/layout of your housing unit	☐	☐	☐	☐	☐
d) The cost of renting your housing unit	☐	☐	☐	☐	☐
e) The level of noise from outside your dwelling, e.g. from street, playground etc.	☐	☐	☐	☐	☐
f) The level of noise from adjacent neighbours (transmitted through common walls, floor/ceiling)	☐	☐	☐	☐	☐

Comments:_____

9. Thinking about your apartment or townhouse in general, how satisfied are you with your present dwelling unit?

☐	☐	☐	☐	☐
Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied

Views About Your Community

Cityhome is interested in whether or not there is a sense of community in its developments. The following questions are directed towards assessing the level of community in your development.

10. Do you socialize with other people who live in your development? (For example: visit with, go for coffee, have conversations in the lobby or playground, etc.)

    CHECK ONE ONLY

    ☐ I socialize with other tenants on a regular basis (at least once per week).
    ☐ I sometimes socialize with other tenants (at least once per month).
    ☐ I rarely socialize with other tenants.

11. Do any neighbours in this development help you in the following ways:

    CHECK ALL THAT APPLY

    ☐ I sometimes borrow things from my neighbours.
    ☐ When I am away a neighbour looks after my place.
    ☐ A neighbour sometimes helps with babysitting.
    ☐ One or more of my neighbours helps in repairing or fixing things.
    ☐ I ask one or more of my neighbours for advice on personal matters.
    ☐ Other ways your neighbours help you (please specify)

    _____

    ☐ Not applicable, would not ask my neighbours for help.

12. (a) Do you participate in any tenant activities?

☐ Yes ☐ No

(b) **IF YES,** please specify the kinds of activities you participate in.

CHECK ALL THAT APPLY

☐ attend tenant meetings
☐ attend recreational activities, e.g., picnics, etc.
☐ assist in property management
☐ help organize meetings, children's events, etc.
☐ other, specify _____

13. How would you rate the friendliness of your development?

☐	☐	☐	☐	☐
Very Friendly	Friendly	Neither Friendly nor Unfriendly	Unfriendly	Very Unfriendly

14. (a) Are there people in your development with whom you have problems?

☐ Yes ☐ No

(b) **IF YES,** please check the response which most closely describes those people.

CHECK ALL THAT APPLY

☐ They are too noisy
☐ Their behaviour is disruptive
☐ Their visitors cause problems
☐ They are inconsiderate and don't care about other tenants
☐ They don't control their children
☐ They are sometimes aggressive or threatening to other tenants

Other comments:_____
_____
_____

Management of This Development

15. How satisfied are you with Cityhome management of this development in each of the following areas?

PLEASE CHECK APPROPRIATE BOX
IF AN ITEM DOES NOT APPLY TO YOU, PLEASE MOVE ON TO THE NEXT ITEM.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
a) Maintaining the grounds and common areas	☐	☐	☐	☐	☐
b) Repairing your unit	☐	☐	☐	☐	☐
c) Providing security against crime and vandalism	☐	☐	☐	☐	☐
d) Providing advice to tenants who need social and community services	☐	☐	☐	☐	☐
e) Speed in handling your requests for assistance	☐	☐	☐	☐	☐
f) Services provided by your property manager	☐	☐	☐	☐	☐
g) Assistance from tenant relations officers	☐	☐	☐	☐	☐
h) Helping tenants to participate in managing your development	☐	☐	☐	☐	☐

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
i) Response to tenants' questions or enquiries	☐	☐	☐	☐	☐
j) Giving you information about Cityhome's policies and procedures, e.g., tenant mix, tenant services, transfer policy.	☐	☐	☐	☐	☐

Comments: _____

_____

_____

16. Over all, how satisfied are you with the way your development is run?

☐ Very Satisfied ☐ Satisfied ☐ Neither Satisfied nor Dissatisfied ☐ Dissatisfied ☐ Very Dissatisfied

Quality of Life in Cityhome Development

17. How would you rate the general quality of life in the Cityhome development in which you live?

☐ Very Good ☐ Good ☐ Neither Good nor Poor (indifferent) ☐ Poor ☐ Very Poor

18. How satisfied are you with the following services and facilities available in this development?

PLEASE CHECK APPROPRIATE BOX

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
Open space (Courtyards, grassed areas)	☐	☐	☐	☐	☐
Meeting rooms	☐	☐	☐	☐	☐
Play space for children	☐	☐	☐	☐	☐
Programs and recreational facilities for teenagers	☐	☐	☐	☐	☐
Laundry room	☐	☐	☐	☐	☐
Parking/Garage	☐	☐	☐	☐	☐

Comments: _____

_____

19. Generally speaking, are you or your family concerned about dangers in your building or development relating to the following:

	Yes	No
a) drugs	☐	☐
b) alcohol	☐	☐
c) verbal assault	☐	☐
d) physical assault	☐	☐
e) sexual harassment	☐	☐
f) family violence	☐	☐
g) vandalism	☐	☐

	Yes	No
h) racial problems	☐	☐
i) pet/animal control	☐	☐
j) building security	☐	☐
k) youths/teens	☐	☐
l) loitering of residents	☐	☐
m) loitering of people from outside development	☐	☐

Comments: _____

_____

20. (a) What types of changes do you see in your life in the future. Indicate whether you think your situation will become better, worse or stay the same.

	Better	Worse	Stay the Same	Not Sure
Involvement in the local community (e.g. go to community events, participate in volunteer activities etc.)	☐	☐	☐	☐
Job situation	☐	☐	☐	☐
Financial situation	☐	☐	☐	☐
Move to different accommodation	☐	☐	☐	☐

(b) If you are thinking about moving to different accommodation, where would you likely move to:

CHECK ONE ONLY

- ☐ another Cityhome housing unit
- ☐ a housing unit in a co–operative or private non–profit
- ☐ a private rental apartment building or house
- ☐ purchase own home or condominium
- ☐ other, specify _____

Information About Your Household

This information will remain confidential and will be used by the consultant for summary purposes only.

21. Which of the following best describes your household?

CHECK ONE ONLY

- ☐ One person living alone
- ☐ Single parent with one or more children living at home
- ☐ A married or common–law couple with no children living at home
- ☐ A married or common–law couple with one or more children living at home
- ☐ Two or more persons who are unrelated
- ☐ Other (please specify)_____

22. Please identify the age and sex of each person who lives in your apartment or townhouse unit.

	Age	Sex (circle)		Age	Sex (circle)
Yourself	_____	M F	Person 5	_____	M F
Person 2	_____	M F	Person 6	_____	M F
Person 3	_____	M F	Person 7	_____	M F
Person 4	_____	M F	Person 8	_____	M F

23. What is the highest level of formal schooling which you and your spouse or common–law partner have completed?

	Yourself	Spouse or Common–Law Partner
No formal schooling	☐	☐
Grade school (some or all)	☐	☐
High school (some or all)	☐	☐
Community college (some or all)	☐	☐
University (some or all)	☐	☐
Other	☐	☐

24. Since the beginning of 1990, which of the following categories best describes your type of employment and that of your spouse or common-law partner?

CHECK ALL THAT APPLY

		Yourself	Spouse or Common-Law Partner
(a)	Full-time employee (more than 24 hours per week)	☐	☐
(b)	Part-time employee (less than 24 hours per week)	☐	☐
(c)	Self-employed	☐	☐
(d)	Unemployed and looking for work	☐	☐
(e)	Unemployed and not looking for work	☐	☐
(f)	Retired	☐	☐
(g)	Unable to work due to disability	☐	☐
(h)	Student	☐	☐
(i)	Other (please specify) _____		

25(a). How much rent did you pay last month for this apartment or townhouse?

Rent for last month $_____.00

(b). ***If utilities are not included with your rent***, indicate below any monthly payments for utilities which you pay on top of your rent as indicated in question 25(a).

Water	$____.00/month	Oil	$____.00/month
Electricity	$____.00/month	Parking	$____.00/month
Gas	$____.00/month	Other (please specify)_____	$____.00/month

(c). Is your rent subsidized, (i.e., rent-geared-to-income) or do you pay full market rent?

☐ Market Rent
☐ Subsidized (rent-geared-to-income)
☐ Don't know

26. Over the past year, what has been your major source of household income?

CHECK ONE ONLY

- ☐ Employment income from employer or self-employment
- ☐ Interest income from savings, investments, or Canada Savings Bonds
- ☐ Provincial Social Assistance (Family Benefits, Disability Benefits)
- ☐ Welfare
- ☐ Government Pension, e.g., Old Age Security (OAS), Guaranteed Income Supplement(GIS), Canada or Quebec Pension Plan
- ☐ Private retirement pension
- ☐ Unemployment Insurance
- ☐ Worker's Compensation, Veteran/Civilian Disability Allowance, or Veteran Allowance and Income Supplement
- ☐ Other (please specify) _____ _____

27. Over the past 12 months, what was the total annual income of all individuals in your home (including yourself) before deductions, e.g. taxes? Include income from all sources.

Estimated total income for past twelve months before deductions $_____.00

28. Please estimate last month's total household income (before deductions) for all individuals in your home from all sources.

Estimated household income last month before deductions $_____.00

29. In your opinion, what changes would you like to see made to the services or management of this development?

_____

_____

_____

_____

Please See Over...

Thank you very much for completing this questionnaire.
Please return it as soon as possible in the postage-paid envelope provided.

Please write any additional comments in the space provided below.

Personal Interview Schedule

Cityhome
William Clarkin
General Manager

112 Elizabeth Street
Toronto, Ontario
M5G 1P5

Fax No: 971-8808

Reg. No:

File No: 1601.1.3

Date: August 27, 1990

Reply Attention: Rob Cressman

Telephone: 392-0601

Dear Resident:

As you are probably aware, the City of Toronto Housing Department is currently undertaking a survey of tenant satisfaction in selected City Home Buildings. You might have received a questionnaire in the mail for this study or read about it in the Cityhome newsletter called the **First Edition**. The City has hired a private consulting firm, Lapointe Consulting, to assist in this study.

As part of this tenant satisfaction study, we are conducting personal interviews with households that have been selected at random. The purpose of the interview is to obtain your views and concerns about living in Cityhome in more detail than is possible in a mail-out questionnaire. This information will help to provide important feedback to Cityhome about improvements which could be made in the management of your development.

We appreciate your cooperation in this interview. It should take abut 30 minutes of your time. All interviews will be be confidential. This interview is voluntary and you are under no obligation to participate.

Should you have any questions please call John Bell of Lapointe Consulting at 323-0807 or Rob Cressman of Cityhome 392-0601.

Sincerely,

W. Clarkin.

William Clarkin
General Manager

Toronto '96

Cityhome Tenant Satisfaction Survey - Personal Interview

TELEPHONE SCRIPT

Hello, my name is _____ and I am with Lapointe Consulting. We have been hired by the City of Toronto to undertake a study on tenant satisfaction in Cityhome developments. You might have already received a questionnaire in the mail for this study or read about it in the Cityhome tenants' newsletter called "The First Edition".

As part of the same study, we are doing in-depth personal interviews with households that have been selected at random. The purpose of these interviews is to give tenants an opportunity to express their views or concerns in more detail than is possible in a mail-out questionnaire. This information will help to provide important feedback to Cityhome about improvements which could be made to your development.

Your household has been selected to participate in an interview. It should take about 30 minutes or so and can be held in your home at a time that is convenient to you. All interviews will be confidential. This interview is voluntary and you need not participate if you don't want to.

Can we set-up a time where I could come by your home to interview you?

IF YES, SET UP GENERAL TIME WHEN YOU WOULD DO INTERVIEW

Tenant's name _____

Telephone number _____

Project Address _____

Unit number _____

Date and time for interview _____

Call-backs: Call 1 _____
Call 2 _____
Call 3 _____

Cityhome Tenant Satisfaction Survey – Personal Interview

1. How long have you lived in this unit?
   _____ years _____ months

2. What type and size of unit do you live in?
   - ☐ room
   - ☐ bachelor or studio apartment
   - ☐ one bedroom apartment
   - ☐ two bedroom apartment or ☐ two bedroom townhouse
   - ☐ three bedroom apartment or ☐ three bedroom townhouse
   - ☐ four bedroom apartment or ☐ four bedroom townhouse
   - ☐ other (Please specify)_____

3. Where did you live before moving here?

   CHECK OFF BOX WHICH CORRESPONDS TO RESPONDENTS' ANSWER
   - ☐ in another unit in this development
   - ☐ in another Cityhome development
   - ☐ in another assisted housing development, e.g., a private non-profit, a co-op or a public housing project
   - ☐ elsewhere in a private rental building
   - ☐ elsewhere in a home you owned
   - ☐ lived with friends or family
   - ☐ homeless or in a hostel
   - ☐ other (Please specify) _____

4. Why did you move to this unit?

5. Has this been a positive change for you? Yes ___ No ____

Please explain.

6. In general, do you feel this is a friendly or unfriendly place to live?

Friendly _____ Unfriendly _____

PROBE FOR REASONS

7. In their developments, Cityhome tries to provide housing for a mix of tenants – people of different incomes, different types of families, and people with different needs. How do you feel about living in this kind of "mixed community"?

8. a. Do you spend time with other people in this development? Yes _____ No _____
IF YES, PROBE INTO:
- nature of interaction, e.g., visit with, go for coffee, have conversations in lobby/playground
- frequency of interaction, e.g. on a regular basis, once in a while, rarely.

IF NO, PROBE FOR REASONS WHY THEY DON'T SOCIALIZE, FOR EXAMPLE:
- generally don't spend time with neighbours/like their privacy
- don't know other people in the building
- don't get along with neighbours

8. b. Although information about rents is confidential, in your opinion do you think residents paying full market rent and those paying on a rent geared-to-income basis mix or socialize together? Yes _____ No _____ Don't Know _____

Please explain.

9. a. Do you have problems with particular groups of people in this development?
Yes _____ No ____

IF YES, PROBE INTO:
- the kinds of people they have problems with
- the nature of the problems
- any problems with children or teenagers from the development (if problems are identified, please note whether children/teenagers come from the development, surrounding neighbourhood or both).

9. b. What do you think could be done to reduce these problems?

10. Generally speaking, do you feel a sense of belonging with the surrounding neighbourhood?

Yes _____ No ____ Not sure _____

PROBE FOR REASONS

FOR EXAMPLE, IF RESPONDENT ANSWERS NO, PROBE TO FIND OUT IF LIVING IN THIS DEVELOPMENT AFFECTS THEIR SENSE OF BELONGING.

11. Do you feel that the facilities and programmes for children in this development are adequate? Yes ___ No ____

Please explain.

12. Do you feel that the programs and recreational facilities for teenagers are adequate? Yes ___ No ____

Please explain.

13. Are there other groups in the development that require programs or facilities?
Yes ___ No ____

Please explain.

I would like to now ask you some questions about the management of your development.

14. a. Generally, are you satisfied with the way your development is run?
Yes ___ No ____

Please explain.

14. b. Are you satisfied with the length of time it takes for repairs to be done to your unit, for example, to repair a leaky faucet, toilet, or refrigerator?
Yes ___ No ____

Please explain.

14. c. Are you satisfied with the general maintenance and cleanliness of building and grounds?
Yes ___ No ____

Please explain.

14. d. Do you find the property manager helpful in dealing with your requests and enquiries?
Yes ___ No ____

Please explain.

14. e. Are there other Cityhome staff who you have dealt with in the past?
Yes ___ No ____

IF YES,
Were they helpful in dealing with your requests or enquiries?

INTERVIEWER, PLEASE NOTE THE FUNCTION OF CITYHOME STAFF, E.G., ADMINISTRATION, TENANT SERVICES ETC.

15. a. Do you and other members of your family feel safe in this development?
Yes ___ No____

IF NO, ASK THE FOLLOWING QUESTIONS:

15. b. Why do you or other members of your household feel unsafe?

15. c. Where in the development do you feel unsafe?

15. d. What do you feel could be done to improve safety and security in your development?

16. What could Cityhome do to improve the living conditions in your project?

INTERVIEWER: PROBE INTO RESPONDENTS' IDEAS

IF SUPPORT SERVICES ARE MENTIONED BY RESPONDENT, PROBE INTO THE TYPES OF SUPPORT SERVICES THAT ARE MENTIONED

I would like to ask you some general questions about your household. Please remember that all information given in this survey will remain strictly confidential.

17. Which of the following best describes your household?

GIVE RESPONDENT CARD FOR RESPONSE CATEGORIES

a. ☐ one person living alone
b. ☐ single parent with one or more children living at home
c. ☐ a married or common-law couple with no children living at home
d. ☐ a married or common-law couple with children living at home
e. ☐ two or more persons who are unrelated
f. ☐ other (please specify) _____
_____

18. Which category best describes your age:

a. ☐ under 25 years
b. ☐ 25-34 years
c. ☐ 35-44
d. ☐ 45-54
e. ☐ 55-64
f. ☐ 65-74
g. ☐ 75+

19. NOTE SEX: ☐ Male ☐ Female

20. Is your rent subsidized (i.e. rent-geared-to-income) or do you pay full market rent?
☐ market rent
☐ subsidized
☐ don't know

Resident Interview Schedule

Survey of Residents' Views About Cityhome

Introduction by Interviewer

Hello, my name is _____ and I am here on behalf of Lapointe Consulting. Our firm has been hired to interview residents in selected neighbourhoods across the City of Toronto about their views about buildings and projects developed by Cityhome. Cityhome is the City of Toronto's non-profit housing corporation and it provides housing to low and moderate income households.

Your household has been randomly selected to participate in this survey. The interview will take about ten to fifteen minutes of your time.

Please be assured that all responses will be kept confidential and used for summary purposes only.

Can we interview you now or would it be more convenient if we came back later?

IF THEY WANT YOU TO COME BACK LATER, NOTE TIME AND DATE BELOW.

Date:_____

Time:_____

Survey of Residents' Views About Cityhome

INTERVIEWER, PLEASE NOTE BLOCK LOCATION AND WHETHER OR NOT CITYHOME BUILDING IS VISIBLE.

Address of nearest
Cityhome project _____
(reference project)

Respondent's Address _____

Approx. # of Blocks From Cityhome_____

Is Cityhome visible from this location? Yes___ No___

Survey of Residents' Views About Cityhome

READ EACH QUESTION AND CHECK OFF THE RESPONSE GIVEN.

General Questions About Dwelling Unit and Neighbourhood

1. NOTE DWELLING TYPE.

- ☐ single detached home
- ☐ semi detached dwelling
- ☐ row or townhouse
- ☐ duplex
- ☐ triplex
- ☐ fourplex
- ☐ apartment in a house
- ☐ apartment in a low-rise apartment building (less than 4 stories)
- ☐ apartment in a high-rise apartment building
- ☐ other (please specify)_____

I'd like to start by asking you a few questions about your housing and your neighbourhood.

2. Do you own or rent your present housing?

☐ own ☐ rent

3. How long have you lived in this housing unit?

- ☐ less than a year
- ☐ one to two years
- ☐ two to five years
- ☐ more than five years

4. How would you rate the general quality of your neighbourhood?

☐ Very Good ☐ Good ☐ Neither Good nor Poor ☐ Poor ☐ Very Poor

Attitudes Towards Cityhome

5. Are you aware whether or not there is a Cityhome building in your neighbourhood?

☐ Yes ☐ No ☐ Not Sure

IF YES, could you tell me the nearest street intersection _____

_____

IF RESPONDENT REPLIES NO, NOT SURE OR GIVES INCORRECT LOCATION OF CITYHOME BUILDING, TELL THEM WHERE THE NEAREST CITYHOME BUILDING IS.

And now, I would like to ask you some questions about the Cityhome building in your neighbourhood. Could you please tell me how you would rate the general appearance of the building and grounds. Would you say the appearance is very good, good, neither good nor poor, poor, or very poor? (and so on).
GIVE RESPONDENT CARD #1 FOR RESPONSE OPTIONS

6. How would you rate the Cityhome building in terms of the following?

CHECK THE APPROPRIATE BOX

	Very Good	Good	Neither Good Nor Poor	Poor	Very Poor	No Opinion/ Don't Know
The general appearance of the building and grounds.	☐	☐	☐	☐	☐	☐
The state of repair of the building and grounds.	☐	☐	☐	☐	☐	☐
Maintenance and day to day upkeep (e.g. garbage pick-up etc.)	☐	☐	☐	☐	☐	☐
The design and lay-out of the building and grounds.	☐	☐	☐	☐	☐	☐

7(a). Have you ever experienced any problems related to a Cityhome project?

☐ Yes
☐ No **IF PERSON REPLIES NO OR NOT SURE, GO TO**
☐ Not sure **QUESTION 9 (bottom of next page).**

7(b). **IF YES,** what was the nature of these problems?

CHECK ALL APPROPRIATE RESPONSES. IF IT DOESN'T FIT INTO CATEGORY, WRITE IN RESPONSE UNDER OTHER.

- ☐ parking
- ☐ traffic from Cityhome project
- ☐ noisy or disruptive behaviour
- ☐ children who misbehaved
- ☐ vandalism
- ☐ other (please specify)_____

_____

_____

8(a). Have you ever dealt with Cityhome regarding such problems?

☐ Yes

☐ No **IF NO, GO TO QUESTION 9 (top of next page).**

IF YES,

8(b). How satisfied were you with Cityhome's response to your concerns? Were you ...

- ☐ very satisfied
- ☐ somewhat satisfied
- ☐ neither satisfied nor dissatisfied
- ☐ somewhat dissatisfied or
- ☐ dissatisfied?

9. Generally what impact would you say that the Cityhome building has on your neighbourhood?

- ☐ positive impact
- ☐ negative impact
- ☐ no impact
- ☐ Not Sure/No Opinion

10. Has the Cityhome project had any influence on your feelings of safety and security?

- ☐ has created concerns about safety and security
- ☐ has had no influence
- ☐ has increased sense of safety and security

11(a). Do you think Cityhome needs to improve its community relations with local residents like yourself?

- ☐ Yes
- ☐ No
- ☐ Not Sure

11(b). **IF YES OR NOT SURE,** how could Cityhome improve its relations with local residents like yourself?

CHECK ALL APPROPRIATE RESPONSES

- ☐ through more consultation prior to developing in a neighbourhood
- ☐ by explaining more thoroughly to local residents Cityhome's policies and programs
- ☐ through better design of local buildings and projects
- ☐ by providing more services for children within buildings
- ☐ by providing more services for tenants with special needs, e.g. ex-psychiatric patients
- ☐ by better maintaining the grounds and building of the project
- ☐ through more opportunity for interaction between Cityhome tenants and residents other neighbourhood.
- ☐ other (please specify)_____

Household Questions

And now I'd like to ask you a few questions about your household.

12. Which of the following best describes your household?
REFER RESPONDENT TO CARD #1 (reverse side) FOR RESPONSE OPTIONS

- ☐ one person living alone
- ☐ single parent with one or more children living at home
- ☐ a married or common-law couple with no children living at home
- ☐ a married or common-law couple with children living at home
- ☐ two or more persons who are unrelated
- ☐ other (please specify) _____

_____

13. Which category best describes your age:
GIVE RESPONDENT CARD #2 FOR RESPONSE OPTIONS

- ☐ under 25 years
- ☐ 25-34 years
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65-74
- ☐ 75+

14. **NOTE SEX** ☐ Male ☐ Female

15. Would you please indicate the highest level of formal schooling which you have achieved?

- ☐ No formal schooling
- ☐ Grade school (some or all)
- ☐ High School (some or all)
- ☐ Community college (some or all)
- ☐ University (some or all)
- ☐ Other (please specify)_____

16. Would you please tell us which category most closely corresponds to your total household income, i.e., total income of all individuals in your household before taxes. Please be assured that this information will be kept confidential.
REFER RESPONDENT TO CARD #2 (reverse side) FOR RESPONSE OPTIONS

- ☐ under $20,000
- ☐ $20,000–29,999
- ☐ $30,000–39,999
- ☐ $40,000–49,999
- ☐ $50,000–59,999
- ☐ $60,000–69,999
- ☐ $70,000 +

Thank you very much for your co-operation.

APPENDIX D:

TABLES

Table A1: Respondents Building Type

Building Type	40/40/20		56.1		Total	
All Tenants						
low-rise building	128	32%	55	17%	183	25%
high-rise building	219	55%	189	57%	408	56%
townhouse (attached)	36	9%	72	22%	108	15%
other type of building	6	2%	6	2%	12	2%
missing	10	3%	9	3%	19	3%
Total	399	100%	331	100%	730	100%
Market Rent						
low-rise building	25	33%	32	15%	57	20%
high-rise building	44	58%	119	57%	163	57%
townhouse (attached)	5	7%	51	25%	56	20%
other type of building	2	3%	6	3%	8	3%
Total	79	101%	108	100%	284	100%
R.G.I.						
low-rise building	92	33%	14	19%	106	30%
high-rise building	155	55%	46	61%	201	57%
townhouse (attached)	30	11%	15	20%	45	13%
other type of building	3	1%	0	0%	3	1%
Total	307	100%	75	100%	355	100%

Note: Market rent and R.G.I. do not add up to "all" because cases lost when analyzed by rent status.

Table A2: Length of Tenure

	40/40/20		56.1		Total	
All Tenants						
less than a year	42	11%	47	14%	89	12%
one to two years	165	41%	51	15%	216	30%
two to five years	170	43%	142	43%	312	43%
more than five years	14	4%	86	26%	100	14%
no response	8	2%	5	2%	13	2%
Total	399	100%	331	100%	730	100%
Market Rent						
less than a year	19	25%	34	16%	53	19%
one to two years	35	46%	36	17%	71	25%
two to five years	19	25%	96	46%	115	40%
more than five years	3	4%	42	20%	45	16%
Total	76	100%	208	99%	284	100%
R.G.I.						
less than a year	21	7%	5	6%	26	7%
one to two years	113	40%	6	8%	119	33%
two to five years	139	49%	32	42%	171	48%
more than five years	9	3%	34	44%	43	12%
Total	282	99%	77	100%	359	100%

Note: Market rent and R.G.I. do not add up to "all" because cases lost when analyzed by rent status.

Table A3: Previous Residence

	40/40/20		56.1		Total	
All Tenants	**No.**	**%**	**No.**	**%**	**No.**	**%**
same development (other unit)	9	2	21	7	30	4
other Cityhome development	59	16	45	14	104	15
other assisted housing development	37	10	16	5	53	8
private rental housing	217	57	176	55	393	56
owned home	8	2	18	6	26	4
with friends or family	13	3	26	8	39	6
was homeless or in a hostel	2	1	1	0	3	0
other type of housing unit	33	9	18	6	51	7
Total	378	100	321	100	699	100
no response	21		10		31	
Total N	399		331		730	
Market Rent	**No.**	**%**	**No.**	**%**	**No.**	**%**
same development (other unit)	1	1	12	6	13	5
other Cityhome development	10	13	18	9	28	10
other assisted housing development	3	4	11	5	14	5
private rental housing	47	63	119	57	166	58
owned home	4	5	15	7	19	7
with friends or family	4	5	20	10	24	8
was homeless or in a hostel	0	0	1	0	1	0
other type of housing unit	6	8	13	6	19	7
Total	75	100	209	100	284	100
R.G.I.	**No.**	**%**	**No.**	**%**	**No.**	**%**
same development (other unit)	7	3	7	10	14	4
other Cityhome development	44	16	19	26	63	18
other assisted housing development	33	12	4	5	37	11
private rental housing	154	57	36	49	190	55
owned home	3	1	0	0	3	1
with friends or family	7	3	4	5	11	3
other type of housing unit	24	9	3	4	27	8
Total	272	100	73	100	345	100

Note: Market rent and R.G.I. do not add up to "all" because cases lost when analyzed by rent status.

Table A4: Location of Previous Residence

	40/40/20		56.1		Total	
All Tenants	**No.**	**%**	**No.**	**%**	**No.**	**%**
same neighbourhood	81	21	63	20	144	20
elsewhere in City of Toronto	237	61	170	53	407	57
outside City but in Metro Toronto	54	14	46	14	100	14
outside Metro but in Ontario	13	3	27	8	40	6
outside Ontario	3	1	10	3	13	2
outside of Canada	0	0	5	2	5	1
Total	388	100	321	100	709	100
no response	11		10		21	
Total N	399		331		730	
Market Rent	**No.**	**%**	**No.**	**%**	**No.**	**%**
same neighbourhood	18	24	38	19	56	20
elsewhere in City of Toronto	39	51	101	49	140	50
outside City but in Metro Toronto	13	17	36	18	49	17
outside Metro but in Ontario	4	5	18	9	22	8
outside Ontario	2	3	9	4	11	4
outside Canada	0	0	3	1	3	1
Total	76	100	205	100	281	100
R.G.I.	**No.**	**%**	**No.**	**%**	**No.**	**%**
same neighbourhood	57	20	14	18	71	20
elsewhere in City of Toronto	179	64	54	70	233	65
outside City but in Metro Toronto	36	13	6	8	42	12
outside Metro but in Ontario	7	3	3	4	10	3
outside Ontario	1	0	0	0	1	0
Total	280	100	77	100	357	100

Note: Market rent and R.G.I. do not add up to "all" because cases lost when analyzed by rent status.

Table A5: Reason For Moving Into Cityhome Unit

	40/40/20		56.1		Total	
Previous residence too small	129	34%	86	27%	215	31%
Previous residence too large	14	4%	8	2%	22	3%
Previous housing costs too high	150	40%	78	24%	228	33%
Evicted from previous residence	10	3%	4	1%	14	2%
Wanted a place of my/our own	106	28%	90	28%	196	28%
Liked the location of this building	122	32%	143	44%	265	38%
Liked this building/unit	101	27%	100	31%	201	29%
Wanted to be close to friends and/or relatives	36	10%	39	12%	75	11%
Only housing available	38	10%	26	8%	64	9%
Didn't want to lose chance to get into a Cityhome devp't	100	27%	32	10%	132	19%
Disliked previous residence or neighbours	63	17%	52	16%	115	16%
Other reason	50	13%	38	12%	88	13%
Total Valid Responses	377*		323*		700*	

* Column does not add up to total due to multiple responses.

Table A6: 40/40/20 Tenants Gender by Household Type, 1990

RGI Tenants

Sex	Couple No children		Couple With children		Single		Single Parent		Other		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Female	20	43%	22	36%	157	55%	256	96%	8	73%	463	69%
Male	27	57%	39	64%	126	45%	10	4%	3	27%	205	31%
Total	47	100%	61	100%	283	100%	266	100%	11	100%	668	100%

Market Tenants

Sex	Couple No children		Couple With children		Single		Single Parent		Other		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Female	12	34%	2	18%	33	57%	14	100%	4	57%	65	52%
Male	23	66%	9	82%	25	43%	0	0%	3	43%	60	48%
Total	35	100%	11	100%	58	100%	14	100%	7	100%	125	100%

All Tenants

Sex	Couple No children		Couple With children		Single		Single Parent		Other		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Female	32	39%	24	33%	190	56%	270	96%	12	67%	528	67%
Male	50	61%	48	67%	151	44%	10	4%	6	33%	265	33%
Total	82	100%	72	100%	341	100%	280	100%	18	100%	793	100%

Source: Cityhome Data Files, 1990.

Table A7: 56.1 RGI Tenants Gender by Household Type, 1990

Sex	Couple No children		Couple With children		Single		Single Parent		Other		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Female	3	30%	8	53%	51	61%	86	97%	0	0%	148	75%
Male	7	70%	7	47%	32	39%	3	3%	1	100%	50	25%
Total	10	100%	15	100%	83	100%	89	100%	1	100%	198	100%

Source: Cityhome Data Files, 1990.

Table A8: Respondents Formal Education

Highest level completed	40/40/20		56.1		Total	
no formal schooling	23	6%	8	2%	31	4%
grade school	62	16%	17	5%	79	11%
high school	127	32%	97	29%	224	31%
community college	76	19%	80	24%	156	21%
university	62	16%	107	32%	169	23%
other	15	4%	10	3%	25	3%
missing	34	9%	12	4%	46	6%
Total	399	100%	331	99%	730	100%

Table A9: Median Household Income by Household Size for R.G.I. and Market 40/40/20 and 56.1 Sample

	One Person	Two Person	Three Person	4+ Person
40/40/20				
All	$9,000	$13,000	$20,000	$29,500
R.G.I.	8,000	10,900	11,500	18,000
Market	28,000	30,000	32,000	48,000
56.1				
All	$20,000	$35,000	$26,000	$36,000
R.G.I.	9,600	16,500	14,000	26,000
Market	27,000	40,000	30,000	39,000

Table A10
Median Household Income for
40/40/20 Tenants and 56.1 R.G.I Tenants
in Survey and Cityhome Tenant Data Base

	One Person	Two Person	Three Person	4+ Person
40/40/20				
All Tenants				
Survey	$9,000	$13,000	$20,000	$29,500
Data Base	14,500	20,500	21,600	20,000
R.G.I.				
Survey	8,000	10,900	11,500	18,000
Data Base	13,000	17,200	19,500	18,800
Market				
Survey	28,000	30,000	32,000	48,000
Data Base	30,500	36,700	36,100	39,400
56.1				
R.G.I.				
Survey	9,600	16,500	14,000	26,000
Data Base	10,200	18,500	22,000	21,300

Table A11: Anticipated Changes in Life

	40/40/20						56.1					
	Market Tenants		R.G.I.		Total		Market Tenants		R.G.I.		Total	
Involvement in local community	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Worse	1	2	8	5	9	4	3	2	4	9	7	3
Same	39	65	118	67	157	67	104	66	26	58	130	64
Better	20	33	50	28	70	30	51	32	15	33	66	33
Total	60	100	176	100	236	101	158	100	45	100	203	100
Job Situation												
Worse	4	6	11	6	15	6	10	6	3	7	13	6
Same	20	32	104	58	124	51	67	39	23	52	90	41
Better	39	62	63	35	102	42	97	56	18	41	115	53
Total	63	100	178	99	241	99	174	101	44	100	218	100
Finacial Situation												
Worse	9	14	20	10	29	11	19	11	6	13	25	11
Same	19	30	107	54	126	48	53	30	22	48	75	34
Better	36	56	72	36	108	41	104	59	18	39	122	55
Total	64	100	199	100	263	100	176	100	46	100	222	100
Different a Commodation												
Worse	1	2	3	2	4	2	7	5	2	5	9	5
Same	24	48	95	64	119	60	42	32	25	38	67	38
Better	25	50	51	34	76	38	82	63	17	39	99	57
Total	50	100	149	100	199	100	131	100	44	100	175	100
Kind of Accomodation would move to												
other Cityhome co-operative	19	33	98	59	117	52	54	34	32	60	86	40
or private non-profit	7	12	14	8	21	9	10	6	7	13	17	8
private rental	10	18	11	7	21	9	23	14	5	9	28	13
buy own unit	16	28	19	11	35	16	64	40	4	8	68	32
other	5	9	25	15	30	13	9	6	5	9	14	7
Total	57	100	167	100	224	100	160	100	53	100	213	100

Table A12: Proximity of Residents to Cityhome Buildings

40/40/20 Buildings	
Building Location	
Bathurst & Eglinton	50
1275 Danforth	50
75 Dowling	49
Total	149
56.1 Buildings	
Building Location	
145 Elm Ridge	50
Greenwood Walpole	50
575 Adelaide St. W.	48
Total	148
Grand Total	297

Table A13: Residents Dwelling Type

Dwelling Type	40/40/20 Buildings		56.1 Building		Total	
	No.	%	No.	%	No.	%
single detached home	34	23	45	30	79	27
semi detached dwelling	41	28	21	14	62	21
row or townhouse	2	1	32	22	34	11
duplex	10	7	4	3	14	5
triplex	3	2	1	1	4	1
fourplex	0	0	1	1	1	0
apartment in a house	5	3	3	2	8	3
apartment in low-rise	18	12	5	3	23	8
apartment in high-rise	22	15	31	21	53	18
other dwelling type	14	9	5	3	19	6
Total	149	100	148	100	297	100

Table A14: Residents' Tenure

	40/40/20 Buildings		56.1 Building		Total	
	No.	%	No.	%	No.	%
Own	77	52	81	55	158	53
Rent	72	48	67	45	139	47
Total	149	100	148	100	297	100

Table A15: Length of Residents' Occupancy

	40/40/20 Buildings		56.1 Building		Total	
	No.	%	No.	%	No.	%
<1 year	28	19	23	16	51	17
1 to 2 years	17	11	16	11	33	11
2 to 5 years	31	21	31	21	62	21
>5 years	72	48	78	53	150	51
no response	1	1	0	0	1	0
Total	149	100	148	101	297	100

Table A17: Residents' Household Type

	40/40/20 Buildings		56.1 Building		Total	
	No.	%	No.	%	No.	%
one person living alone	30	20	24	16	54	18
single parent with children	4	3	9	6	13	4
married couple no children	29	20	45	30	74	25
married couple with children	65	44	45	30	110	37
two or more unrelated persons	12	8	15	10	27	9
other specified in q120th	6	4	10	7	16	5
no response	2	1	0	0	2	1
Total	148	100	148	99	296	99

Table A18: Residents Age

	40/40/20 Buildings		56.1 Building		Total	
	No.	%	No.	%	No.	%
under 25 yrs.	17	11	19	13	36	12
25–34	46	31	49	33	95	32
35–44	42	28	25	17	67	23
45–54	17	11	18	12	35	12
55–64	10	7	15	10	25	8
65–74	11	7	13	9	24	8
75 or more	5	3	9	6	14	5
Total	148	98	148	100	296	100

Table A19: Residents' Gender

	40/40/20 Buildings		56.1 Building		Total	
	No.	%	No.	%	No.	%
Male	71	48	74	50	145	49
Female	77	52	74	50	151	51
Total	148	100	148	100	296	100

Table A20: Residents' Education Level

	40/40/20 Buildings		56.1 Building		Total	
	No.	%	No.	%	No.	%
grade school	2	1	16	11	18	6
high school	62	42	56	38	118	40
community college	22	15	15	10	37	13
university	58	39	57	39	115	39
other see q150th	1	1	4	3	5	2
no response	3	2	0	0	3	1
Total	148	100	148	101	296	101

Table A21: Residents' Rating of Quality of Neighbourhood

	40/40/20		56.1		Total	
	No.	%	No.	%	No.	%
very good	40	27	23	16	63	21
good	83	56	75	51	158	53
neither good nor poor	18	12	34	23	52	18
poor	6	4	12	8	18	6
very poor	2	1	4	3	6	2
Total	149	100	148	101	297	100

Table A22: Cityhome Response to Residents Concerns

	40/40/20		56.1		Total	
Informed Cityhome About Problems?	No.	%	No.	%	No.	%
Yes	5	21	8	24	13	22
No	19	79	26	76	45	78
Total	24	100	34	100	58	100
Cityhome Response to Resp's Concerns						
Somewhat satisfied	1		2		3	
Somewhat Dissatisfied	0		1		1	
Dissatisfied	4		5		9	
No Response	0		1		1	

Table A23: Influence of Cityhome on Residents' Sense of Safety and Security

	40/40/20		56.1		Total	
	No.	%	No.	%	No.	%
concerns about safety	16	11	20	14	36	12
no influence	127	85	124	84	251	85
increased safety	4	3	4	3	8	3
no response	2	1	0	0	2	1
Total	149	100	148	101	297	101

Table A24: Residents Opinion About Cityhome's Need to Improve Relations with Community

	40/40/20		56.1		Total	
	No.	%	No.	%	No.	%
Yes	47	32	60	41	107	36
No	64	44	64	43	128	43
Not sure	34	23	23	16	57	19
No response	2	1	1	1	3	1
Total	147	100	148	101	295	99
Type of Improvement						
more consultation prior the development	21	40	31	46	52	43
explaining to locals policies & prgms	31	58	39	57	70	58
better design of buildings & projects	10	19	12	18	22	18
more services for children	12	23	15	22	27	22
more services for tenants with special needs	10	19	12	18	22	18
better maintenance of the grounds & buildings	8	15	9	13	17	14
more opportunity for interaction Cityhome/residents	9	17	12	18	21	17
other improvements	16	30	25	37	41	34
N	53		68		121	

APPENDIX E:

DEFINITION OF OPERATING ACCOUNTS

Account 5001: OPERATING SUPPLIES

This account should be charged with the cost of supplies used by site staff, maintenance servicemen, & groundskeepers. Operating Supplies include Janitorial & related supplies, Uniforms & other Clothing, Power & Hand Tools, Rock Salt, Lubricants and Gasoline for on-site equipment.

Account 5002: CONSTRUCTION MATERIALS

This account should be charged with the cost of materials used in maintenance & repair work performed by site staff, maintenance servicemen, & groundskeepers. Construction Materials include Building Materials, Lumber, Paint, Electrical & Plumbing Parts & Fittings, Appliance Parts, General Hardware & Accessories, Keys & Locks, Landscaping Materials.

Account 5003: GENERAL EQUIPMENT

This account includes costs of Project associated equipment. Snow Blowers, Vacuum Cleaners, Firefighting Equipment, Lawn Mowers, etc. Include rentals of City compactors and other equipment in this account.

Account 5004: APPLIANCES

Stoves, Refrigerators, etc.

Account 5005: HOUSEHOLD FURNITURE & FURNISHINGS

Household Furniture, Carpets, etc.

Account 5010: GENERAL MAINTENANCE & RENOVATION

This account may be charged when the contracted service cannot be readily identified with one of the other maintenance categories. Include in this account the costs for servicing snow blowers, lawn mowers, & compactors, the costs for installation & repair of locks, costs for repairs to garage doors, and costs for the supply & installation of fencing.

Account 5011: ELEVATOR SERVICE & INSPECTION

Contracted monthly inspection fees, service & repairs not covered by monthly contract, cost of government licences.

Account 5012: SPRINKLER & ALARM SERVICE

Contracted inspection of fire alarms, fire equipment & sprinkler system. Repair & replacement of parts & chemical supplies.

Account 5013: JANITORIAL SERVICES

Contracted Janitorial Services, Carpet Cleaning, Power Sweeping of

Underground Garages, Window Washing.

Account 5014: APPLIANCE REPAIRS

Service & Replacement of defective parts for stoves, fridges, etc. Purchase of Service Contracts & Extended Warranties on Appliances.

Account 5015: PEST CONTROL

Exterminations, Wildlife Removal.

Account 5016: ELECTRICAL REPAIRS & MTCE

Contracted Electrical Repairs.

Account 5017: PLUMBING REPAIRS & MTCE

Contracted Plumbing Repairs, Clearing of Drains.

Account 5018: ROOFING REPAIRS & MTCE
Contracted Roof Repairs.

Account 5019: HEATING REPAIRS & MTCE

Contracted Repairs to Heating system, Boilers, Air Conditioning.

Account 5020: CONSTRUCTION REPAIRS & MTCE

Construction Repairs include Contracted Service involving Drywall, Plastering, Masonry, Carpentry, Glazing & Flooring.

Account 5021: PAINTING

Contracted interior & Exterior Painting.

Account 5022: WASTE & SNOW REMOVAL

Contracted Garbage & Snow Removal.

Account 5023: LANDSCAPING

Contracted Landscaping Services, Tree Pruning & Stump Removal.

Account 5024: GENERAL SERVICES MAINTENANCE

Fees and Charges for Project associated expenditures, Towing of cars, Courier & Delivery Services, Security Services.